



Dealing with Difficult Clients, Colleagues and Situations

A one day workshop to help you understand and manage difficult client, colleagues and situations.

OVERVIEW

This practical workshop develops skills for people so that they have the ability to lead difficult individuals out of unproductive situations to improved performance and better working relationships. You will be able to develop techniques and strategies to anticipate problem people and confront them assertively and stop trouble from escalating. You will develop vital observation and communication skills and address confrontation for co-operation and resolve conflict. Through a series of group exercises, theoretical situations, case studies and discussions, you will learn ways to manage difficult situations and people. This workshop presents attendees with key skills to develop strategies to feel confident with anyone and to achieve better outcomes when dealing with difficult people, clients and in any situation..

This workshop covers the following:

- Things that typically annoy your clients
- Valuing differences of people in the workplace
- What motivates some people but not others
- Developing effective communication
- Observing difficult people through observing clients and customers
- Assess your options and plan to overcome problems
- Identifying the difference between passive/assertive/aggressive
- Questioning/listening skills
- Confronting people – not avoid
- Helping people deal with change
- Working for co-operation
- Being objective
- Negotiating solutions
- Taking the heat out of the situation
- Managing how to calm an upset person down
- Ways to deal with abusive customers
- How to control your feelings
- Stress management techniques



Participants will be encouraged to email an example of a difficult client, colleague and situation they have experienced or are currently experiencing before the workshop. These examples will be used anonymously during the workshop.

Each participant receives a workbook filled with good ideas and practical exercises.

IN HOUSE TRAINING

We can come to your organisation and tailor the program to meet your people's particular needs. Acorn also has a range of customer service programs and other communication skills programs. Each of these can be tailored to suit your people's skills level and type of work. We have helped organisations from a wide range of industries. Please call John Gleeson to discuss your requirements.

TESTIMONIALS

"Open discussion, interesting material" – Samantha Reichstein, AMSA

"The quality of the presentation/workshop plus all the additional info. Also Sue is a great teacher." – Colleen, Defence

"Open and honest discussion due to the smaller group. I really enjoyed this training. It was timely, interesting and entertaining." – Malama, HR Officer



SCHEDULE – Dealing with Difficult Clients, Colleagues and Situations

9:00am	WELCOME AND ICEBREAKER
9.15am	<ul style="list-style-type: none"> • Things that typically annoy your clients • Valuing differences of people in the workplace • What motivates some people but not others • Developing effective communication • Observing difficult people through observing clients and customers • Assess your options and plan to overcome problems
10:30am	<i>Morning Tea (15 Minutes)</i>
10.45am	<ul style="list-style-type: none"> • Identifying the difference between passive/assertive/aggressive • Questioning/listening skills • Confronting people – not avoid • Helping people deal with change
12.30pm	<i>Lunch (30 minutes)</i>
1.15pm	<ul style="list-style-type: none"> • Working for co-operation • Being objective • Negotiating solutions • Taking the heat out of the situation
3:00pm	<i>Afternoon Tea (15 Minutes)</i>
3.15pm	<ul style="list-style-type: none"> • Managing how to calm an upset person down • Ways to deal with abusive customers • How to control your feelings • Stress management techniques
4.30pm	How to implement what we've learned. / Feedback/Close
5:00pm	Finish



Enrolment Form – Dealing with Difficult Clients, Colleagues and Situations

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to bookings@acorntraining.com.au

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
Organisation		
Branch/Division		
Address		
Phone #		
Fax #		

Payment Details

Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the session.