



Dealing with Difficult People

1 Day | R3, 450 (ex VAT) |

(Public price per delegate.
Significant onsite discounts apply).

Why you should attend this course?

Interacting with difficult people is an everyday part of doing business. They may be irate clients, confused suppliers, troublesome colleagues or even a demanding boss, but one thing is certain – ignoring difficult people will not help you.

This dynamic 1 day course will demonstrate and deliver an ‘arsenal’ of proven techniques, practical suggestions, specialist skills and eye opening case studies to help you identify and deal with difficult people and volatile situations to prevent these from affecting your performance and causing you unnecessary stress.

Who should attend this course?

Anyone who may have to deal with difficult people – either face to face or telephonically - will benefit enormously from this course.

Previous delegates include:

Admin and Operational Support, Area Manager, Business Unit Manager, Client Service Clerk, Conference Centre Manager, Customer Service, Despatch Supervisor, Executive Manager, Financial Administrator, Financial Controller, Financial Director, Human Resource Manager, IT Manager, Key Account Manager, Logistics Manager, National Credit Controller, Facilities Manager, Operations Manager, Personal Assistant, Project Coordinator, Receptionist, Risk Assessor, Sales Representative, Secretary, Credit Controller, Debtors Clerk, Debtors Manager, Supervisor, Technical Engineer, Telesales Representative, Wage Clerk and Workshop Manager

What can you expect to learn?

- Identifying various situations where you are most likely to encounter difficult people
- Identifying the four main types of difficult people and gaining a proven approach for dealing with each type
- Holding your own and maintaining your composure
- Identifying, accepting and dealing with emotions and feelings evoked by difficult people
- Extra skills for talking to difficult people on the phone
- Learning how to successfully handle customer complaints - moving them from ‘irate’ to ‘satisfied’
- Some key problem solving and decision making techniques that you can use to your advantage
- Separating cultural differences from difficult behaviour



Training Outcomes / Comprehensive Programme

Different Types of Difficult People

- Customers - Complaints, criticisms and explosive emotions
- Colleagues - Personality clashes and strained office environments
- Staff - Disappointments, performance management and discipline
- Superiors - Expectations, misunderstandings and differences of opinion

Maintaining your Composure

- How self-confidence enables you to control your actions
- Using assertive behaviour to “defuse” a difficult situation
- Being professional versus taking criticism personally
- What to do when you feel like exploding!

Dealing with Emotions and Feelings

- Identifying the feelings behind the words or actions
- Dealing with feeling not just the problem
- Displaying understanding and empathy
- The “Platinum Rules” for solving emotion related problems

Dealing with Difficult People Telephonically

- Calming the Aggressive Caller
- Dealing with the Assertive Caller
- Encouraging the Passive Caller
- Handling Abusive Callers when they go too far
- Words to use (or avoid) that make a difference

Handling a Customer Complaint

- Being aware of key service areas that, if neglected, can lead to an upset customer
- Putting yourself in your customer’s shoes
- Golden rules for dealing with complaints
- Positive body language for face to face communications
- Turning complaints into opportunities and preventing additional complaints

Problem Solving and Decision Making

- Identifying your decision making profile and problem solving approach
- Making use of proven steps in analysing a problem
- Identifying the 3 main steps in problem solving
- Understanding how to evaluate possible solutions and choose the best option

Understanding and Accommodating Diversity

- Dealing effectively with different personality types
- Preventing gender differences from resulting in conflict
- Understanding cultural differences in the South African business environment

What others have said about this course:

“This course was very helpful - great lecturer with a comprehensive workbook”

“I would definitely recommend everyone attend this course!”

“I found the course informative and very insightful”

