



www.braceybusinesstraining.co.uk

Office - 01384 878810

Steve Bracey 07860 841347

Steve Humpherson 07946 308594

Dealing with Conflict

This workshop starts where customer care courses leave off!

You've done the 'meeting and greeting' with a smile, you've professionally dealt with the initial pleasantries and now you want to get on with the business.

The problem is that the person in front of you is someone the training course didn't prepare you for, the person who is not only difficult, but is also on the verge of aggression and even violence.

You will probably have a matter of seconds to find the cause and defuse it.

This interactive and participative course builds on the basic customer care concept and looks at the issues surrounding aggression and potentially violent behaviour.

Course Contents

Advanced Communication skills

Recognising potential aggression

The causes of frustration and stress

The three classic types of aggression

Developing personal strategies for dealing with difficult and aggressive people

The effective reading of body language and non-verbal communication

Successfully building rapport

Advanced listening skills

Making assertive work

Exercises