

PROGRAMME OUTLINE

DEALING WITH DIFFICULT CUSTOMERS

Participants in this workshop will learn how to turn difficult situations into opportunities for growth, and come away with techniques to enable them to deal competently with a challenging situation in such a way that the organisation's reputation and customer service relationship are seen in a positive way.

Key Subject Areas:

- Conflict as Communication.
- Trigger behaviours.
- Benefits of confrontation.
- Managing anger, and dealing with other peoples anger.
- Causes of difficult behaviour
- Conflict resolution model
- De-stress options to use when things get ugly.
- Personal action plan.

CUSTOMISATION



As the workshop session is to be run over a shorter than usual session, KiwiHost will customise the content to be specific for your Symposium.

Our focus will be to look at how patients and customers within the health industry interact with healthcare professionals & administration staff. We'll utilise our existing content and research this content further for the healthcare industry.

The content will focus on giving the participants some key tools to take away, that can be used on the job immediately.

CHRIS LARKING



Chris is the lead facilitator for KiwiHost. He has over 30 years of customer service, sales and leadership experience based on working in a wide range of industries across the world.

Chris understands that outstanding customer service and communication is the lifeblood of organisations and impacts directly on the bottom line. Chris engages hundreds of people each year, and participants say that his workshops are Fun, Informative, Empowering and Practical!

Prior to any engagement with an organisation, Chris will work with the leadership team to ensure he understands the requirements fully and can tailor the workshop experience directly to the most needed parts.

