

Dealing with difficult customer situations – in a public service context

Overview

This customer service training programme focuses on dealing with and responding to difficult and challenging situations. You will explore your current ways of managing conflict and how you can manage yourself and the impact better. You will work with colleagues to practise the skills and behaviours you need to increase your confidence in real work scenarios.

Objectives

You will:

- Reflect on and share practice on positive customer engagement.
- Learn effective personal approaches to managing conflict situations.
- Practice and improve skills and behaviours for dealing with and responding to conflict situations effectively.
- Understand what techniques support your wellbeing in tough situations.
- Have an action plan to take away and put into practice.

Who should attend?

Anyone with regular customer contact in a public service or VCSE context.

Format

A half-day workshop.

Trainer

This customer service training programme is designed and led by lead consultant [Amanda Dudman](#).

Workshop outline

1 Welcome and objectives

2 Managing myself when conflict happens

- Why do people behave as they do?
- What is it that you find difficult?
- Activities in small groups exploring your personal conflict styles and what you find difficult. Learning new habits that will replace those that do not help you or the service user in challenging situations.
- What excellent conflict handling looks and feels like – for myself and with others.

3 Case studies and scenarios

- Group exercises focusing on workplace scenarios

4 Review, reflection and action planning

- Creating a customer commitment
- Action planning activities
- Next steps and further ideas and support

This programme works particularly well as a follow-up to the half-day 'Delivering GREAT customer service' programme. Run the programmes separately or make a day of it – the choice is yours.

Any questions? Please just give us a call on **01582 463464** – we're here to help!

Or visit www.thecustomerservicetrainingcompany.co.uk