



Communicating Difficult Messages Conflict & Complaint Handling

This course outline should be used to determine whether the course is appropriate for the student, based on current skills and training needs.

Duration: 1 day

Audience: Everyone is required to communicate a difficult message deal with conflict or complaint handling at some point in their role either from customers or colleagues.

The expectations of how Customer Complaints are a are manages can be vital in today's climate.

This course is intended to help improve you communication abilities in difficult circumstances by helping you to identify the best method of relaying information taking into account the message and the individuals involved, particularly if those individuals can be difficult themselves.

Giving individuals the confidence & skills to handle aggression and responding positively to negative situations.

Course Topics:

- Types of Communication
 - Understanding Communication Barrier
 - Questioning Techniques
 - Listening Skills
 - Effective Explanations
- Complaint Handling
 - Customer Service
 - Rapport
 - Body Language
- Dealing with strong personalities
 - Understanding Behaviour
 - Transactional Analysis
- Understanding & Delivering Difficult Messages
- Managing Conflict

