



Managing Challenging Customer Service and Resolving Conflict

1 – Day workshop:

This full day experiential workshop engages participants to overcome challenging customer service situations. Through creative exercises they will learn how to manage, respect and adapt to the various customer types, review fundamental customer service theory and practice these skills enabling them to maintain these values in challenging situations.

Working on communication, personal bias and conflict management tools participants will apply what they have learned to real scenarios and develop a customized action plan that meets the needs of their team. They will leave feeling a greater sense of confidence and pride in delivering more effective customer service that is able to overcome the various challenges they face.

What you will learn:

- How to identify, respect and respond to the various types of customers
- Develop a customized action plan to improve personal and team service excellence
- Enhanced communication and conflict management tools to diffuse difficult situations/clients
- To gain confidence dealing with challenging conflict situations

Why attend:

Customer service excellence is the fundamental core of government service. This workshop will prepare participants to deliver excellent customer service, overcome challenging circumstances and manage difficult people.