

Course Introduction

Good communication and interpersonal skills are essential in every job you do. In our everyday interactions, we may come across customers whom we have difficulty interacting with. This practical and comprehensive program will help you develop better communication and interpersonal skills. It will equip you with the ability to read different customers and use the right techniques to deal with them. Participants will also learn how to manage their own emotions when in a difficult situation as well as learn conflict management techniques. A highly interactive method will be employed to keep the workshop relevant and useful for participants.

Learning Outcome

On completing this program, participants will be able to:

1. Identify their personal strengths and weaknesses in communicating with customers

Emotional Triggers of Customers

3. Learn how to turn a situation into a win-win scenario

4. Learn how to identify emotional triggers in customers

5. Understand the conflict management process

Course Outline

Introduction to Difficult Situations

Psychology Of Customer Behaviour

Emotional Triggers of Customers

The Pillars of Customer Engagements

Individual Interpersonal Skills and Working Styles Assessment

Main Barriers of Customer Engagements

The basic principles of handling difficult people

Making Impact - The words and Action

Techniques and Strategies revealed - The secrets of body language

Diagnosing your customer - Customer Profiling

Identifying Root Causes - Intent vs Actions

Soft or Hard Approach

Using EQ for Leverage

B.E.E.P Strategy

Playing the Implicit Persuasion Strategy

Learning to Application