

## MANAGEMENT OF DIFFICULT SITUATIONS INVOLVING CLIENTS – *Workshop* 2 days

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Circumstances beyond our control creating unease with the client, clashing personalities, customers who are very demanding, we need to reduce tensions on both sides, adopt appropriate behaviors and better equip ourselves to face these situations. Avoid escalation and improve customer relation, that's the ultimate goal in these situations.

### OBJECTIVES

#### ***TO LESSEN THE INTENSITY AND DURATION OF TOUCHY OR DIFFICULT SITUATIONS***

At the end of this workshop, participants will be able to:

- ***Manage the situation properly by improving the client relation and reduce their personal anxiety***
- ***Better understand their own reaction and know where they stand vs difficult situations management***
- ***Step back in order to react and respond the right way***
- ***Know the different types of customers and difficult situations***
- ***Use the right methods to intervene with people exhibiting extreme type of behaviors***
- ***Be ready for the unexpected and difficult situations***

### CONTENT

Self-analysis of your first reactions when faced with conflictual situations  
Organizational code of ethics to deal with difficult situations  
Client's dissatisfaction and the impact on the organization  
Personal styles and their effects on the client or situation  
10 different types of difficult clients and how to manage them  
Manipulation, criteria and tools  
The non-verbal, signs of aggression and appeasement  
The appropriate language to calm down  
Clients and extreme situations, risks and methods  
Complaints resolution process within the organization

### METHODOLOGY

During the workshop, short presentations, case studies, practical exercises based on the "Active Learning" approach will be used as demonstrations and discussions. Participants will be invited to experiment with various roles and tools in difficult or touchy situations.

### PARTICIPANTS (maximum 12)

Anyone who deals with clients, either in person or over the phone.

