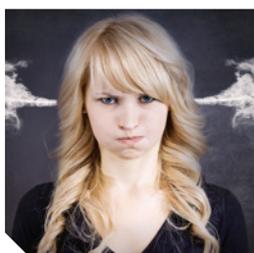




DEALING WITH DIFFICULT INTERNAL & EXTERNAL CUSTOMERS

Everyone is a customer. Maybe you have a recurring issue with an internal customer. You just can't see eye to eye. Even a minor dispute flares up because of your relationship. Or maybe it's your biggest external customer who is always being difficult yet people turn a blind eye. So what do you do? Are you helping or hindering the situation? Are you sometimes difficult yourself? Here's an opportunity to untangle difficult relationships. This course is very popular as it also helps draw a line in the sand. The next day is ripe for fixing fences and building better relationships.



PLAN OF ACTION

- Learn a proven method of dealing with difficult internal and/or external people.
- Discover proven ways to build sustainable relationships with "difficult" internal and external people
- Describe the struggle points in the relationship
- Assess the role of different expectations and values
- Discover how to build rapport even when it seems impossible
- Substitute unhelpful comments with positive comments
- Question your assumptions and unconscious biases
- Become more culturally aware
- Plan difficult conversations
- Admit a weakness
- Discover proven solutions to remove conflict
- Practice using strategic defeats to improve the relationship
- Learn to respond rather than react
- Apply a behavioural model to remove conflict in its infancy
- Reframe challenging situations using "I" statements

Would you like to attend this program?

- **For maximum effectiveness, this program is best conducted as an in-house program.**
- **Group Size:** An ideal group size is 4–12 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost
- **Duration:** Can be adapted to your timeframe.

→ **Cost:** Upon request.

→ **Target Audience:** Staff, Team Leaders, Supervisors and Management

If you would like more information on this training program, please contact Preferred Training Networks on 1300 323 752

Email: ddear@preftrain.com.au **or visit our website today.**

W: www.preftrain.com.au