



COMMUNICATING IN CHALLENGING ENVIRONMENTS

"The single biggest problem in communication is the illusion that it has taken place."
- George Bernard Shaw

In challenging environments, it's not unusual to get tongue tied. Your communications can become hesitant. In this course, participants will learn to adapt their tone and language for culturally and cognitively diverse audiences. And it's very important to eliminate miscommunications. The session covers active listening, open-ended questions and body language.

With a strong focus on respectful and customer-focused language, this course equips staff to strengthen communications. There is also a module on ESL communication tips to ensure your message is understood and not just acknowledged.

Key Learning Outcomes:

- Identify communication needs across stakeholders
- Demonstrate active listening and respectful responses in challenging conversations.
- Adapt tone, pace and language to suit cultural and cognitive differences.
- Use clear, professional language to prevent confusion.
- Revisit your complaints handling processes
- Explain how effective communication supports customer service excellence.
- Practise open-ended questioning and calm verbal responses.
- Evaluate real scenarios and apply strategies to reduce escalation.
- Recognise cultural factors that affect how people express themselves.



Target Audience:

This course will be tailored to the cohort.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.



Get a Quick Quote:

Let us know if you would like an obligation free quote for your organisation.