

## Workshop on Handling difficult people



We are now living in a society moving at fast pace and high stress level. As a result, lots of people are less patient and with quick temper. Moreover, the young generation practice individualism and customers are more heterogeneous than the previous generation. All these factors amount to the fact that some people including customers are more difficult to handle than the others. This workshop focuses on how these individualistic people with “outstanding personalities” can be handled effectively.

### Objectives

**Upon completion of this workshop, participants are expected to:**

- be able to understand some of the motives and psychology of difficult people
- have a comprehensive view of how personality can affect complaint behaviors
- acquire the skill sets required to handle difficult people
- have to ability to practice these skills effectively

### Methodology

- Lecture, games, role play, case studies, DV recording and discussion

### Outline

#### **1. Understanding the nature of difficult people**

- Why are some people more difficult than others
- Behaviors of difficult people
- The principles of handling difficult people

#### **3. Emotional people**

- How emotional people can affect your emotion
- Practice of EQ techniques to handle self-emotions
- Resolving stress in customer service

#### **5. Building relationship with difficult people**

- The value of difficult people
- Establishing loyalty with difficult people
- Creating network through difficult people

#### **2. Role of personality of difficult people**

- Why some personalities create undesirable behaviors
- Ways to determine personalities quickly
- Effective communication with difficult people

#### **4. Handling difficult customer complaints**

- Nature of customer complaints
- Angry customers on the phone
- Coping with face-to-face difficult customer complaints

### Venue

- ACI training centre