

Handling Difficult Customers

2 Days

COURSE CONTENT

Day 1:

Introduction & Framing

- Objective and Agenda – Setting Personal Learning Journey

Understanding Communication

- The Communication Process
 - Components of the communication process
 - 3 'V's of communication techniques
 - Factors or barriers to effective communication

Activity: Our Building Blocks

Learning Objectives:

- *Demonstrate and discover the factors affecting effective communication*

Learning about Human Behaviour

- Human Behaviour ABC
 - Attitude derives behaviour that results in consequences
 - Characteristics of Attitude (Present State vs Baseline State)
- Behavioral Studies with DiSC
 - Marston theory and definition of DiSC
 - Brief 5-Dimensional Self-Understanding or DiSC Jamboree

Activity: P.I.T Card Game, Lecture & Group Discussion

Learning Objectives:

- *Facilitation allows participants to understand self better*
- *Anticipation of change-readiness (difficult situation)*
- *Understand characteristics and functions of DiSC*

Demonstrating Effective Communication

- Visual Synchronising
 - The mirror effect and body languages
 - Purpose of Synchronising
- Art of Effective listening
 - Types of listening styles
 - 4 key steps in active listening
 - Insights to practice and adapt listening styles
- Professional Verbal Composition
 - Definition of "hot words or emotional-triggered words"
 - Managing pauses and tones
 - Clarity vs Pace
- The Six-Second Rule of Engagement
 - Reinforces the state of being

Activity: Lecture, Group Discussion and practice

Learning Objectives:

- *Definition of various communication form will help participants understand the Art of Cooperative Language*
- *Group practice will help hone certain verbal self-defence techniques*

Adapting with DiSC

- Presenting Effectively
 - The 4 'K's to presenting information
 - Basic People Reading
 - Adaption strategies through adopting various communication forms

Activity: Lecture & Group Role Play

Learning Objectives:

- *Effective role play allows participants to handle different kinds of people*
- *Participants will learn to employ different communication techniques to effectively handle difficult people*

Day 2:

Recap from Previous Day

Activity: Traffic Jam

Learning Objectives

- *Re-cap the various teaching points on communication techniques*
- *Participants will need to effectively employ different forms to carry out a problem-solving scenario*
- *Conflicting situations may serve to remind participants of the various styles and behaviour involve during a communication process*
- *Achieving results through effective dissemination of information*

Understanding Conflict

- The sources of conflict
 - The factors involved in a conflicting situation
- The Thomas Kilman's Model of Conflict Management
 - Characteristics and components
 - Effective People Strategies
 - Framework of People – Interactions, fight, flight, unite
 - Advocacy and Inquiry Balance Model
 - Exercising different forms of communication to achieve desired reaction of behaviour

Activity: Lecture & Group Discussion

Learning Objectives

- *Facilitation to study various workplace scenarios on conflict*
- *Participants will list out various SOPs and process to solve such conflicts*
- *Participants will realign certain techniques that enables to exercise within their job boundaries*

Conflict Strategist Discussion

- The Components of Conflict
 - Emotion vs Issues
 - The 4 Principles of Productive Negotiation
 - Differentiating People from Problem
 - Focusing on Interests vs Positions
 - Inventing Options
 - Setting Criteria

Activity: X-Y Game, Lecture and Group Discussion

Learning Objectives

- *Participants will learn to exercise various components in managing conflict*
- *Participants will understand the effectiveness of defusing through employment of good negotiation strategies*

Putting All Together

- A simple model on BATNA
 - Basic Negotiation Principles
 - Role Behaviour Negotiation

Activity: Lecture & Group Role Play

Evaluation