

MANAGING DIFFICULT SERVICE SITUATIONS

Managing difficult service situations - supports the ability to develop stronger and deeper customer relationships, deal with any set-backs and increase interpersonal effectiveness. This program is interactive and re-assuring. Participants feel calm, confident, stronger.

No matter how wonderful the service, every organisation has its share of difficult service situations to deal with. The aim of this program is to ensure there is a skills base that enables service providers to deal professionally and confidently with difficult situations in a way that enhances work satisfaction for service providers and the relationship with customers.

This program also helps participants understand that they are able to deliver according to professional standards, even under difficult circumstances. The power rests with them to make wise choices based on customers' and the business's needs, and in doing so create a positive environment. By acting rather than reacting, they will be able to "breed" behaviour in others and ensure a more agreeable environment for the customer and themselves.

This program includes:

- Highlighting difficult situations that typically arise. For example – unrealistic customer expectations, aggressive behaviour, emotional behaviour, complaints, issues with internal stakeholders
- A conflict management/service recovery framework for dealing with difficult service situations, including complaints. The framework is modelled on well recognised conflict resolution skills.

Difficult situations by their nature arouse emotions in customers. It is not uncommon for those emotions to surface during interactions with the service providers. The importance of maintaining a professional manner at all times is stressed.

The program also introduces participants to resilience

Resilience is essential to consistently delivering high standards of service. Service providers need the energy and drive to get the job done when others may falter, to stay true to delivering the desired customer experience. This topic helps participants increase their resilience and manage their energy levels so they can perform and stay on track to achieving their objectives. It also helps people change negative thinking into positive – which is to their own and the business's advantage. This topic aims to provide participants with practical tools and frameworks that will enable them to:

- Connect with their energy – tap into the 4 energy sources – physical, mental, emotional and spiritual
- Manage their energy and build resilience – manage destructive mind talk
- Fully engage at work and become the service providers they really want to be

Post workshop activities to embed the learning are determined