

Graciously Handling Challenging People Course©

Handling difficult customers may seem like a thankless job. You can develop skills to adapt to the challenges difficult customers pose and extend these skills to handling difficult people and situations throughout your daily life.

Customer service is a necessary position in the job world today, it helps companies give customers what they want and need. Although many customers can be difficult, with the right training, skills, and knowledge, any difficult customer can be handled properly and effectively.

Participants will learn how engaging customers properly can benefit both the organisation and the customer. Effective customer service can change a company's reputation for the better. Through this workshop, your participants will gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer.



This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- Cultivate a positive attitude and reduce irritability.
- Develop skills in being gracious and honouring people.
- Manage internal and external stress.
- Develop abilities to listen actively and empathize.
- Build a rapport with customers in person and over the phone.
- Understand the diverse challenges posed by customers.
- Look at the sensitivities in place with challenging customers.
- Develop strategies to adapt to challenging circumstances.

Through this course, participants will get to role-play with each other using powerful communication, rapport building, and body language skills. This course is beneficial for people who work in customer service, sales or any relationship-centred roles. We will examine people that are rude, angry, from another culture, different generations and customers that are 'impossible to please.' In the end, each participant will have developed strategies to effectively and graciously handle challenging people.

Training Options

This course may include actual role-plays or live activations and consulting with customer service, sales teams, etc.

90 Min - 1/2 Day: Selected sessions on graciously handling challenging people in the workplace can be led in 90 minutes – 1/2 day. The abridged Graciously Handling Challenging People Course© can be led in half a day.

1 Day: The complete Graciously Handling Difficult People Course©.

The Breakthrough Corporate Training Advantage

We exist to empower leaders and teams to breakthrough and achieve their potential!

Our core purpose is to empower leaders and teams to breakthrough and achieve their potential. Our core values reflect the depths of who we are. Our Core values are **Engagement, Breakthrough, and Passion**. Our nurture values reflect what we care about, and how we perform to achieve our goals. Our nurture values are **Relevance, Heart, Integrity, Presence, Truth, Courage, and Teamwork**.

Most of the time that we work with your team is spent activating what has been taught through interaction, activities, roll-plays, experiences, games, discussions and coaching. We have found that amazing content delivered with passion in a lively and engaging way boosts employee morale, retention and overall workplace satisfaction. Breakthrough Corporate Training has a strategic partnership with TransforMe and combined, we have over 70,000 hours of coaching/mentoring/training experience in organisations around the world. See some of our combined clients below. Our goal is to go over and above with our training by providing 2 or more trainers where possible. We aim to spend 50 - 75% of our time applying the learning. We don't offer every type of corporate training course but we are great at delivering the courses that we do offer. So give us a call or get an instant quote today. Find our details on the last page.

10s of 1000s of People from Organisations in Sydney Australia and Around the World have Been Transformed Through our Talks, Corporate Training, Coaching and Mentoring



Success Stories



"Scott has led multiple workshops on values, building healthy cohesive teams and Life Languages that have really impacted our business. The Life Languages program has been invaluable. My experience with Scott Epp has been empowering and transformational. It has been a positive investment, and we are continuing to integrate Scott and the Life Languages tool into our training and development..."

Kevin Bergeron – President & CEO at MiEnergy

'Shokai Group had the Life Language Communication Workshop today delivered by Scott & Nicole. It was fantastic. They are very friendly, passionate, professional, patient and they made the training very interesting. Everyone liked it and I believe we got to know more about ourselves and our communication effectiveness. Before the training, I was the one who contacted Scott. He is really helpful and always responded quickly & clearly. We are looking forward to having another training by them. Many thanks to Scott & Nicole. :)'

Cynthia Xiang – Office Administrator at Shokai Group



'Everything that we did together was so accurate and right away as Scott and Nicole described the different Life Languages I was able to identify how the Life Languages showed up in my life. I really liked how I wasn't boxed in with the Life Languages... I want to thank Scott and Nicole for facilitating for us because it's an awesome dynamic having them both lead as they both have such a high level of mastery and understanding of it that when they share it and communicate it they are able to make it so relatable. They each were able to share their own experiences and that made a big difference for us.'

Stefan James - Internet Entrepreneur and Founder of Project Life Mastery



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Learn more and get an instant quote at: www.breakthroughcorporatetraining.com.au