



MANAGING DIFFICULT Client Relationship

Course Introduction:

Designing a training program is a road map that shows a starting point and a finishing point, along with all the places we need to pass or explore along the way. Without a road map, we would be able to start a journey, but we would not know where we are going or when we have reached our destination.

A well-designed program or session plan allows the trainer to proceed with his/her training smoothly in the correct sequence and relevant content intended for a training program with a clear purpose or outcome for learning development. A training program design becomes an important document for the trainer in providing a map and a checklist to accomplish a desired training program.

This program is geared towards building successful training programs in a creative, comprehensive and logical sequence for the learner's and organizational needs

Course Objectives:

By the end of the program, participants will be able to:

- Be proactive to the client's expressed and unexpressed need
- Handle client interactions effectively to exude personal charm, enthusiasm for your client and increase your personal effectiveness
- Diffuse difficult client situations

Who Should Attend?

Managers, supervisors and all staff concerned about improving their presentation styles or professionals who wish to overcome their fear of public speaking, will benefit from this very interactive course

Course Outline:

Exceptional service to clients

- Recognize the importance of client's changing and rising expectations
- Understand client's decision making process
- Be proactive to client's expressed and unexpressed needs and expectations

Taking ownership

- Understand the 3 aspects of the making of a service professional "ASK"
- Develop a sense of personal ownership to solve problems and delight clients
- Understand how a Professional Image influence the perception of service quality

Relating with clients

- Recognize and respond appropriately to different client types
- Use of service language that shows we care
- Learn to say "No" tactfully

Managing difficult situations

- Understand the importance of empathetic listening
- Listen to content, intent and emotion through effective empathetic communication
- Build trust through language of agreement in difficult situations

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session