

**DEALING WITH DEMANDING PEOPLE**

<i>Course Code(s)</i>	<i>Course Date(s)</i>
DDP	7 <sup>th</sup> February 2013 15 <sup>th</sup> October 2013

<b><i>Main Aim and Key Benefits:</i></b>	Dealing with demanding people and handling complaints can be difficult and stressful - especially for someone new to these situations. This one-day programme has been designed to give the skills required to cope with these challenges in a professional and assertive manner.
<b><i>Course Content</i></b>	<ul style="list-style-type: none"> <li>• Complaints as opportunities</li> <li>• Costs and benefits</li> <li>• Types of complaints</li> <li>• A formula for 'recovery'</li> <li>• An assertive approach</li> <li>• Dealing with demanding people face-to-face and on the telephone</li> <li>• Upset versus difficult</li> <li>• Handling aggression</li> <li>• Personal action plan</li> </ul>
<b><i>Training Methods:</i></b>	<ul style="list-style-type: none"> <li>• Presentations</li> <li>• Syndicate exercises</li> <li>• Group discussions</li> <li>• Role plays</li> </ul>
<b><i>Who will benefit from attending:</i></b>	Assistant Bursars, Lodge Porters, Office Personnel and Supervisors
<b><i>Duration:</i></b>	1 day
<b><i>Certification:</i></b>	By OBT and Progressive Training
<b><i>Fee (excl VAT):</i></b>	£167.50
<b><i>Training Provider:</i></b>	Progressive Training
<b><i>Links with key Hospitality Assured standards</i></b>	