

DEALING WITH DEMANDING PEOPLE

<p>Main Aim and Key Benefits:</p>	<p>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.</p>
<p>Course Content</p>	<ul style="list-style-type: none"> • Complaints as opportunities • Costs and benefits • Types of complaints • A formula for 'recovery' • An assertive approach • Dealing with demanding people face-to-face and on the telephone • Upset versus difficult • Handling aggression • Personal action plan
<p>Training Methods:</p>	<ul style="list-style-type: none"> • Presentations • Syndicate exercises • Group discussions • Role plays
<p>Who will benefit from attending:</p>	<p>Assistant Bursars, Lodge Porters, Office Personnel and Supervisors</p>
<p>Duration:</p>	<p>1 day</p>
<p>Certification:</p>	<p>By OBT and Progressive Training</p>
<p>Training Provider:</p>	<p>Progressive Training</p>
<p>Links with key Hospitality Assured standards</p>	