

## Handling People with Diplomacy & Skill

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### Program Description

***Have a tough client or clients?*** Handle difficult situations with authority, empathy, calm and positive results. This workshop is designed to provide specific strategies/concrete methods for coping with difficult or challenging client interactions. Salespeople and client service representatives use interpersonal communication skills to create and maintain mutually positive relationships with internal and external clientele.

You'll receive written and verbal coaching, and an action plan.

### You'll benefit by learning:

- Behavioral tendencies in conflict situations and adaptation techniques
- Strategies for remaining calm and composed when interacting with angry or disagreeable clients
- Nyman's 4-step process for diffusing an emotionally charged client
- What to say in critical situations that reinforces positive client perceptions
- Diplomacy skills in multi-cultural scenarios
- The steps needed to resolve a problem situation
- How to devise an action plan and follow-up strategies for difficult client interactions
- How to apply these techniques via real-world customized role play and exercises

**Maximum participants: 8**

**Program length: ½ day**