

Dealing with Difficult People and Replying to Complaints 有效地應付刁難顧客和回應投訴

MEDIUM : English / Cantonese / Putonghua **COURSE CODE** : DDPRC

Dealing with difficult people and replying to their complaints can be stressful. However to be successful, enterprises should view such challenging situations as a means to turn crisis into opportunities by rebuilding trust as well as establishing more personal relationship with difficult individuals. This training workshop will develop the participants' skills to deal with difficult people and reply to their complaints with efficiency, fairness as well as courtesy.

Objectives

The workshop will focus on developing the following skills:

1. Form an objective mindset in complaints handling
2. Drive the process with focus
3. Speak an assertive language
4. Create impact with body language and vocal elements
5. Manage emotions
6. Analyse difficult behaviours
7. Adapt communication style to difficult people
8. Learn tools to transform conflict
9. Respond to complaints in writing
10. Practise a business-like yet reader-friendly style

Target Audience Staff with functions on complaints handling

Methodology *Lecture, Discussion, Case studies, Exercises, Questionnaire, Role-play, Game*

Course Outline

1. Creating the Workshop Context

- Get energised, Set objectives, Form development plan
- Methods: Game, discussion*

2. Viewing Conflict and Managing Emotions

- Align beliefs in conflict handling and behaviours
 - Understand emotional intelligence
 - Learn biological switching to remain calm
- Methods: Questionnaire, case studies and discussions*

3. Drive the Communication Process

- Understand needs and wants through empathetic listening
 - Decide on commitment
 - Set expectations
 - Confirm audience understanding
 - Follow up
- Methods: Discussion, case studies, role-play*

4. Adapt Communication to Difficult People

- Define difficult behaviours arising from different personality profiles
 - Know how to influence people by building commonality
 - Build rapport with a suitable communication style
- Methods: Questionnaire, cases studies, role-play*

5. Gain Trust with the 3Vs

- Verbal, Vocal, Visual
- Methods: Discussion, exercises*

6. Transform Conflict

- Learn methods, Select methods, Practise methods
- Methods: Discussion, case studies, role-play*

7. Managing Conflict via Writing

- Build rapport
 - Focus the main point
 - Reestablish trust
 - Wrap up with action plan or understanding
- Methods: Lecture, exercises, case studies*

8. Efficient and Courteous Language

- Factual and tactful tone
 - Clear and concise sentence structure
 - Correct grammar
- Methods: Lecture, exercises*