

# Handling Difficult Situations

## Who should attend

Staff who has direct contact with external customers, frontline personnel, customer service officers, service technicians, marketing representatives, etc.

## Duration

2 days (14 hours)

## Program Fee

S\$380.00 per participant

SDF funding:  
\$2/ hour (non-SME)  
\$4/hr (SME)

## Course

### Cancellation

In the event that participant cannot attend the event, substitute delegate is allowed.

There will be no refund for cancellation

## Course Aim

The aim of this course is to equip the participants with skills to manage their own emotions and handle difficult people and situations with professionalism.

## Course Outline

### **Positive Mindset**

- Service mindset & role
- Service philosophy

### **Self Management**

- Power of perception
- Self-talk
- Manage emotions

### **Handling Skills**

- Manage anger
- Listen with your body language
- Listen with your heart
- Saying it right
- Body language

### **Positive Actions**

- Approach to different types of customers
- SOOTH<sup>©</sup> method
- Follow through actions

### **Training Methods**

- Lectures and group discussions
- Case studies
- Role-play & critique
- Video recording

## Unique Benefits

- Class room coaching by facilitator
- Video recording and playback on role plays

*ServiceWorks*

www.serviceworks.com.sg  
780 Upper Serangoon Rd,  
#02-04 Choon Kim House  
Singapore 534649  
Tel: (65)6284 4680  
Fax: (65) 6248 4908  
Contact Person :  
Ms Stephanie Lee or  
Ms Deora Tan  
Email: enquiry@serviceworks.com.sg

You may register by  
downloading the registration  
form and send it to us through:

- 1) Email
- 2) Mail
- 3) Phone
- 4) Fax