

RESILIENCE TRAINING

This course is aimed at frontline and operational staff who work in customer service contact areas and may face situations where a capacity to manage negative emotions and maintain professionalism is critical.

COURSE AGENDA

- Building resilience at the individual and team levels
- Recognising how attitude & professionalism support maintaining resilience
- Techniques for dealing with difficult, angry or upset customers
- Building rapport, understanding needs and managing expectations
- Resolving issues and complaints effectively
- Emotional Intelligence – as a key resilience ingredient
- ‘Light DiSC’ – an introduction to personal stressors and triggers and how to best identify and manage them.
- Understanding customer service and its impact on resilience
- Promoting a customer-focussed work culture

COURSE DETAILS

Delivery duration	Full day course.
Delivery style	Face-to-face workshop facilitated by an Accrete team member including: presentation, facilitated discussion and practical activities.
Location	Venue to be provided by the client.
Cost	\$2,640 per day, regardless of participant numbers. Course materials are provided by Accrete at a cost of \$25 per participant.
Participant numbers	Maximum: 25
Tailored option	Yes. Please contact us to speak with a facilitator. To provide a tailored course we will generally meet with you to discuss your needs, the specific outcomes you are seeking, and to identify any relevant policies or procedures that should be referred to during the workshop. Tailoring of workshops incurs a development cost. Our facilitators will be able to provide you with a quote for these costs once the range of required tailoring has been determined.

November, 2018