

# Managing Challenging Interactions



*Dealing with challenging customer interactions is one of the most difficult aspects of a customer service professionals' job. Our **Managing Challenging Interactions** course is designed to help participants respond with empathy, develop skills in de-escalation, and understand and manage their own stress response.*

Through this training workshop your team will learn:

- The traits of productive customer interactions
- How to manage their own response to challenging situations
- How to apply a practical framework for managing challenging interactions

## **Real-life scenarios bring our training programs to life**

At CSBA we believe the most effective training is that which reflects your work environment as closely as possible.

That is why we incorporate real-life scenarios in all our training programs, to bring to life the skills and techniques discussed in the workshop.

We will work with you to make these scenarios as realistic and relevant as possible for your team.

Our experienced facilitators are skilled at delivering the right message to the right cohort, from executives, to contact centre teams, to onsite tradespeople.

*Put the **person** before the **process***

## INTENDED AUDIENCE

Frontline Staff

## DELIVERY MODE

Onsite (or Video Conference)

## DURATION

Half day (or 2 × 2hrs)

## GROUP SIZE

Approximately 15 participants

## CONTACT

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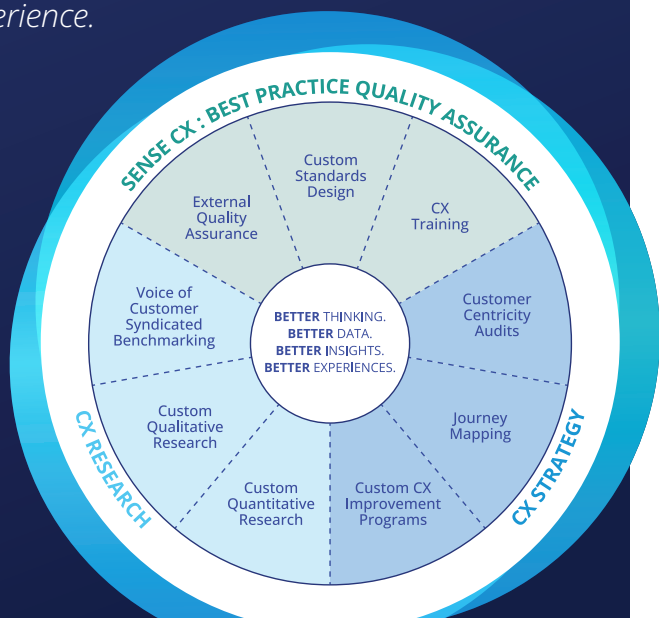
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*We provide a 360-degree view and work with you to improve your customers' experience.*



## Aim

To help participants develop a best practice toolkit of skills and techniques for dealing with challenging customer interactions.

## Benefits

- All team members will learn a consistent and structured approach to customer interactions which will contribute to reduced handling times and a drop in escalated issues.
- The team will be better equipped to maintain loyalty with a customer after managing a challenging interaction.

## Course content

- What makes a challenging interaction?
- The "Three M's"
  - Managing your style under stress
  - Managing the person *first*
  - *Then* Managing the process
- Humans in mind: Responding with empathy
- De-escalation techniques
- Understanding your circle of influence
- The right 'explanatory style'
- Avoiding 'fire-starters': Don't take the bait
- Types of challenging situations and using language to defuse them
- The ELARA framework: Engage > Listen > Acknowledge > Respond > Act
- Setting boundaries

## Learning outcomes

By the end of the workshop participants will:

- Learn de-escalation techniques for navigating challenging conversations
- Have new skills to manage their own response to challenging interactions
- Have practiced how to apply these new behaviours and techniques to a real-world scenario
- Have the opportunity to build their own customised toolkit to take away and use when interacting with customers, giving them ownership over how they conduct themselves in challenging interactions

## Learning activities

- Structured and organic whole group discussions
- Individual reflection and sharing
- Interactive group activities
- Applied practicing of skills and techniques using real-world scenarios
- Build your toolkit in your own words