

Dealing with difficult employees and customers

Seminar Objective

Difficult communication situations can be influenced effectively and positively by using the right techniques. Even with difficult people, good cooperation can be achieved. The behaviour patterns of difficult employees and customers can be understood and explained. In this way communication becomes more positive and relaxed for all sides.

Seminar Content

- Identifying and better understanding difficult employees and customers
- Facilitating cooperation with difficult people
- Reacting optimally to difficult communication and behaviour patterns of difficult people
- Behaviour in aggressive situations
- Choice of words, voice, posture, gestures and facial expression
- What is behind the behaviour of difficult people?
- Develop personal strategies for dealing with problem persons
- How can difficult discussions be brought to a constructive conclusion?
- Dealing with know-it-alls, deviousness and destructive people
- The positive power of conflict
- Recognizing escalating situations and stopping them in time
- Practical tips, recommendations and behaviour for dealing with difficult people
- Give in or confront: showing flexibility in behaviour
- Show understanding or provoke: the right strategy
- How do I help difficult people to become positive communication partners?

Method

Simulation of appraisal interviews, interactive and experience-oriented exchange, individual and group exercises, short trainer inputs, exercises with individual feedback

Participants

The seminar "Dealing with difficult employees and customers" is aimed at specialists and managers in all areas who wish to deal constructively with difficult employees and customers.

Testimonials

„I particularly liked the knowledge of various contexts in order to better understand professional situations.“

K. Schmid, The Valspar GmbH

„Within the scope of this training I liked very much that the thematic and temporal execution was oriented to the wishes of the participants.“

S. Porten, NEW Netz GmbH

Course Ref.

KOM1007

Participants

not more than 9 participants

Schedule

1. Day: 10:00 - 17:00

2. Day: 09:00 - 16:00

Location and Dates

Muenster

06.12.2021 – 07.12.2021

17.03.2022 – 18.03.2022

27.06.2022 – 28.06.2022

22.09.2022 – 23.09.2022

05.12.2022 – 06.12.2022

Hamburg

07.02.2022 – 08.02.2022

20.10.2022 – 21.10.2022

Berlin

02.05.2022 – 03.05.2022

22.08.2022 – 23.08.2022

Hannover

14.11.2022 – 15.11.2022

Leipzig

29.09.2022 – 30.09.2022

Cologne

25.04.2022 – 26.04.2022

27.10.2022 – 28.10.2022

Frankfurt

07.07.2022 – 08.07.2022

15.09.2022 – 16.09.2022

Nürnberg

09.12.2021 – 10.12.2021

09.05.2022 – 10.05.2022

08.12.2022 – 09.12.2022

Stuttgart

03.03.2022 – 04.03.2022

Munich

25.04.2022 – 26.04.2022

10.10.2022 – 11.10.2022

Vienna

21.02.2022 – 22.02.2022

Fee

980,00 € (ex. VAT)

1.166,20 € (inc. VAT)

Included in the price: Working documents, certificate of participation, lunch and coffee breaks.

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Ja, ich/wir buche(n) folgendes Seminar:

Seminartitel

Termin

Seminarort

1. Teilnehmer/in

Funktion

E-Mail

2. Teilnehmer/in

Funktion

E-Mail

Ja, ich/wir buche(n) das Aufbauseminar gleich mit:

Titel

Termin

Ort

1. Teilnehmer/in

Funktion

E-Mail

2. Teilnehmer/in

Funktion

E-Mail

Rechnungsanschrift

Firma

Ansprechpartner

Funktion

Abteilung

Straße/Hausnummer

PLZ/Ort

Telefon/Telefax

E-Mail

Datum/Unterschrift