



Managing Conflict, Dealing with Difficult People & Better Customer Service

Relevance to the NSW Public Sector Capability Framework & Personal Development Plans

SCC&D can work with participants to map elements of this course to participants' professional development plans & Role Capabilities in the NSW Public Sector Capability Framework.

Some of the Capabilities to which this course may be mapped include Commit to Customer Service, Influence and Negotiate, Display Resilience & Courage, Manage Self, Communicate Effectively and Work Collaboratively.

About the Program

The course is applicable to and can be adapted to a wide range of scenarios, from front line client/ counter/ customer service staff to field operatives in a range of roles.

The course has been designed by extremely experienced, highly qualified and enormously practical and grounded experts with a combination of credentials including: a Doctor of Psychology & Sports Psychology, 3 highly qualified mediators and negotiators (two with law qualifications, one Harvard trained), 2 are qualified Lifeline Counsellors, 3 are conflict coaches, one was awarded the International Coach Federation Australia Coach of the Year 2013.

This program is proven to get results for participants experiencing situations such as the following:

- ✚ Teams and individuals working in a high pressure environment with very challenging client service/customer facing roles, both counter and in-the-field based
- ✚ Staff dealing with frequent confrontation from difficult clients (internal and external)
- ✚ Severe conflict in the working environment amongst individuals and teams
- ✚ Mediating threats of disciplinary action or calling in the unions
- ✚ Ongoing, unreasonable behaviour often resulting in heated discussions

"The presenters were very engaging & funny! Very informative & relevant to not just work but everyday life as well" Participant, CSO

Program Outcomes

The course equips participants to be proactive and constructive when - and more importantly before - problems arise. The program teaches easy-to-implement techniques to help take the heat out of situations, reduce and self-manage anger, fear, tension and stress and so participants are more likely to get better, more mutually acceptable win/win type outcomes (or the closest practical thing to it). **Our focus on practical demonstrations and real-life solutions ensures the following outcomes:**

- ✚ Learn how to diffuse tension and get people talking collaboratively
- ✚ Know how to have constructive conversations instead of destructive ones
- ✚ Improved customer service and customer relations when techniques are applied by counter staff, field officers and customer service personnel

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- ✚ Resolve conflict in the workplace quickly and effectively, minimising impact on business performance
- ✚ Engage positively with others to create strong working relationships within the team and with external stakeholders for increased collaboration and maximum output
- ✚ Self-manage your own state and reduce anger, stress and increase resilience in times of pressure and stress to maintain professionalism and productivity
- ✚ Increase efficiency and effectiveness by reducing time lost on conflicting situations

“Very interactive & with real scenarios” Senior District Vet

Program Structure

We can run the program as a one day format (the most popular option), or as a 2 day or longer program depending on the complexity and level of skill required, with the days delivered 4-6 weeks apart to promote better learning. **All programs can include supporting coaching and/or team workshops.**

The program can be specifically tailored to each individual group; the below structure is a guide which can be adapted according to requirements.



Program Outline

This is only indicative content to give a general idea of what our programs cover. It is not an exhaustive list. Our trained conflict management experts can probably incorporate and design what you need, so please just ask us.

- ✚ The ‘MAD BAD’ Cycle of Conflict Thinking
- ✚ Defining conflict and types of conflict
- ✚ Stages of conflict
- ✚ Identifying the 7 key causes of conflict
- ✚ How to break the cycle and bring others on board to improve customer service

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- ✚ Don't take the bait! How to avoid getting sucked in
- ✚ Practical techniques to resolve conflict quickly and effectively and improve service
- ✚ Understand how you react when dealing with confrontation
- ✚ Defining conflict and types of conflict, and impact on customer service
- ✚ The Essential Communication Skills to reduce conflict and improve customer service
- ✚ Personal conflict styles and how to deal with them in the work place
- ✚ Mastering effective body language and tone of voice to lessen conflict and improve customer service
- ✚ How to 'Reframe Your Game' in conflict scenarios
- ✚ Conflict resolution style questionnaire
- ✚ The conflict/opportunity test
- ✚ Helping others through conflict
- ✚ The E.A.R™ model of empathetic listening to reduce conflict and improve customer service
- ✚ Handy, easy to use Quick Reference Guides
- ✚ Personal action plan for effective steps forward

"Really liked the content's relevance in my workplace (& life in general!). Presenter was very good in helping with the small group activities" Participant, NSW Livestock Health & Pest Authority

Who can benefit

- ✚ Customer service staff and field operatives working with difficult and aggressive customers and clients
- ✚ Teams working as a group of individuals rather than as a team
- ✚ Divided teams prone to complaining, gossiping, moaning
- ✚ Managers dealing with fractious teams divided by conflict
- ✚ Teams who have recently been through changes that have left a negative impact on relations and the overall team environment
- ✚ Managers dealing with difficult individuals who are keen to bring the wider team on board collaboratively and constructively
- ✚ Individuals prone to defensiveness who desire techniques to better manage their state in the work place environment
- ✚ Individuals dealing frequently with challenging team members, clients or customers who need ways to address issues and move forwards effectively

All programs can include supporting coaching and/or team workshops. We recommend programs delivered to participants operating in particularly high conflict/high-personal stress situations especially include supporting coaching and/or do the 2-day course.

"What I liked best was being able to personalise/ tailor it to our specific roles." Participant, CSO

Please contact the team at Southern Cross Coaching & Development on 02 7901 5618 or email: getresults@southerncrosscoaching.com.au for more information & to discuss requirements.

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