

Difficult Client Contact / Dealing with Upset Customers

“Train Remotely - Attend **VIRTUAL** Classes with a Live Instructor”

Registered students will take these courses from their home or workspace. Students will not attend at one of our UCN campuses or Centres. Prior to class start, handouts and meeting login information will be emailed to registered students by the facilitator. Students must have a laptop with reliable internet capable of connecting to **Zoom** with use of microphone and video.

DATES: April 15, 2021 EXT. 2315 TH31
Class times 8:30am – 12:30pm
Students are asked to login ½ hour prior to class start for pre-course technical orientation

TUITION: \$99.00 (\$94.28 plus \$4.71 GST) payable upon registration

Course Overview:

Our jobs can be stressful especially when dealing with the public. When we provide services to the public, we will inevitably run into difficult situations. We face angry people, upset people, and even dangerous people. When upset, there is no guarantee how that person will react. We cannot control that. We can control, however, our reactions to them. We can learn effective ways of responding. We won't please everyone or calm everyone down by our responses. When we know what strategies to use, then doing our best becomes more effective.

Participant Benefits and Take Away:

- Identify the essential strategies for dealing with difficult client contacts
- Difficult phone contacts: minimizing, defusing, redirecting, recovering
- Learn how to disengage from the conversation when it is escalating
- Understand how to respond to a continuum of someone being upset (upset, distraught, angry or hostile)
- Learn how to maintain control of a conversation
- Identify strategies to defuse an angry person
- Identify some “red flags” that might indicate the conversation is escalating to conflict
- Deploy the skills and stress management strategies to stay resilient when working in a position that involves frequent difficult client contacts
- Understand the role of stress in difficult client contacts

To **register** or for further information

Email: sletexier@ucn.ca or Phone: 1.866.627.8500 (Ext 8601) or 1.204.627.8601

The fee must accompany the registration form in order for your seat to be held. Pay by cash, check, Purchase Order, ATI, TAN, MasterCard/Visa. Courses are subject to cancellation due to insufficient enrolment. Refund Policy: 100% refund will be issued if course is cancelled by UCN. If student wishes to withdraw, a refund will be issued providing the voluntary withdrawal form is submitted to UCN 5 business days prior to first day of class.

Deadline to Register is April 8, 2021 at 4:00pm

Further information can be found at ucn.ca/cis