

BTC Training (Africa)(Pty) Ltd

1999/018931/07

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TRAINING CENTRE: 9 Pickers Place, 33 Second Avenue, Alberton North

Understanding and Dealing with Difficult People

NQF Level 4

Credits: 2

Duration: 7 hours

Price on request (Min 5 Max 20 delegates)

Target group: Persons you interact with others.

Sales Staff, Staff in potential 'conflict situation' professions-Traffic and Police Officers, Air Hostesses, Nurses etc.

Course outcome: Delegates will be able to deal with difficult people, successfully and with confidence.

Course contents:

- ❖ Understanding People.
- ❖ Handling conflict.
- ❖ Communication.
- ❖ Dealing with difficult Customers.
- ❖ Customer Service.

Support learning material

- ❖ Supporting Documentation
- ❖ Exercises