



Resolving Conflict & Difficult Conversations on the Frontline

TRAINING

Navigating and Turning Complaints and Difficult Situations into an Opportunity



Facilitated by
GILES WATSON
Customer Experience Coach, Trainer and Consultant
CX Training

Online → 16 & 23 February 2023



Navigating and Turning Complaints and Difficult Situations into an Opportunity

In theory, difficult conversations and conflict is regarded as an important tool for public sector governance and a key channel for feedback and improvement. It is seen to improve relationships with customers by fostering trust and accountability. It helps address gaps in public service delivery and in the long term supports innovation in public service design. But in practice, conflict is time-consuming and stressful for those dealing with them and costly for the organisation. And if it escalates can deplete trust – a crucial asset for government organisations.

The pandemic and recent weather events and subsequent disruption to services has left many irate customers in its wake. Along with disdain due to rate increases frontline staff are finding themselves having to resolve situations that are often outside their skills sets and competency. On the flip side, effectively resolving conflict on the front line not only improves trust and satisfaction but it can potentially create an ally.

This course has been developed for the unique needs of frontline government employees, who are called upon to de-escalate conflict and manage difficult conversations. Designed empower and build confidence in the way you perceive conflict. This program is not just about ticking a training box, it is about changing behaviours, and understanding that conflict is an opportunity to learn and improve.

Learning Outcomes

- **Clarity in Conflict:** Uncovering the Patterns, Dynamics and Difficulties in Behaviours and Mindsets
- **Build Long Term Personal Resilience:** How to Maintain Mental Health and Well-Being in the Face of Conflict
- **Build Rapport and De-escalate Charged Situations**
- **Gain Trust** with Accountability and Reliability
- **Negotiating and Problem Solving on your Feet**

Why Attend

- **A Bespoke Program** addressing the diverse range of conflict facing government employees
- **Gain Valuable Transferable Skills**
- **Designed to Empower your Team** and Build Confidence in the Way Customer Complaints are Viewed
- **This program is not just about ticking a training box,** it is about changing behaviours, and understanding that complaints are an **opportunity to learn and improve**
- **A unique opportunity** to collaborate with your peers across public sector in Australia and develop solutions to common problems
- **Improve Customer Trust**

Who Should Attend

Heads of, Managers, Leads, Co-ordinators, Officers of:

- **Contact Centre**
- **Customer Service**
- **Community Services Centre**
- **Parks and Recreation**
- **Events**
- **Facilities**

This course can also benefit those who work with internal customers including IT Service Desk Managers

Meet Your Facilitator



GILES WATSON

Customer Experience Coach, Trainer and
Consultant
CX Training

Giles Watson is leading Customer Experience Coach and Trainer with over 20 years of experience spanning Australia, England and Wales. He is passionate about adopting a strategic view of customer experience and with strong focus on service design and customer value which can be delivered across different channels and platforms. His expertise lies in shifting mindsets, building skills and changing behaviours to embed a customer centricity as a core competency. In addition to his role as a coach and trainer he is also involved in academia as a Lecturer in the Kaplan Business School; Course Facilitator with the Queensland Law Society and Visiting Lecturer at Queensland University of Technology. As Practice Support Manager at Queensland Law Society, he authored the influential Client Care: Communication and Service and introduced a client service component to the Society's practice management course for practice principals – an Australian first! Prior to that, at the Law Society of England & Wales he managed Lexcel, a client-service focused quality scheme that led to a 30% reduction in complaints against accredited law practices

Preparation

This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space

Register Early & Save

Extra Early Bird	Early Bird	Standard Price
Register by 23 Nov	Register by 11 Jan	Register by 15 Feb
\$795 + GST	\$995 + GST	\$1195 + GST
Save \$400	Save \$200	-

CLICK HERE TO REGISTER



*Group Discounts Available - Contact Registration at
registrations@publicsectornetwork.co or Call on **(02) 9057 9070**

Module 1 – Conflict, Mindset and Emotions on the Frontline

10:30am PSN Welcome and Introductions

10:45am **Conflict and De-escalation on the Frontline**

- Re-framing customer experience on the front line and what it means for you?
 - Mapping the dynamics and difficulties of conflict
 - How do you de-escalate difficult customer interactions?
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11:45am **Managing your own Emotions and Mindset**

- Understanding your own emotions and behaviours
 - Self-awareness and emotional intelligence for conflict
 - Strategies for staying cool and calm
-

12:30pm **Lunch Break**

Module 2 – Customer Behaviours & De-escalation

1:00pm **Mapping out Different Customer Behaviours**

- DiSC behavioural framework
 - Other behavioural differences
 - How to translate this to your role
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1:45pm **Managing Customer Emotional Needs and De-escalation Skills:
Part 1**

- Understanding customer emotional needs in difficult situations
 - How to de-escalate by meeting and managing customer emotional needs
 - How to build rapport in challenging situations
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2:30pm **Close of Training Day 1**

Module 3 – Delivering Solutions on the Frontline

10:30am Welcome and Recap

10:35am Review and Reflections

10:45am Managing Customer Emotional Needs and De-escalation Skills: Part 2

- Questioning, listening and language skills
- How to demonstrate empathy
- How to build trust and demonstrate accountability
- How and when to be assertive

11:45am Delivering Solutions on the Frontline

- Negotiation and problem solving
- Delivering a 'no' or communicating disappointing outcomes
- How and when to apologise

12:30pm Lunch Break

Module 4 – Building Personal Resilience

1:00pm Navigating Different Types of “Difficult”

- Understanding the different types of “Difficult: abusive customers, know-it-alls, complainers, demanders, indecisive customers, sexist, ageist and prejudiced customers
- Effective Response Strategies and Behaviours
- How to maintain and remain empathetic

1:30pm Building Personal Resilience in the Face of Conflict

- The impact of prolonged conflict and difficult conversations on psychological health
- How you can manage stress and maintain good health
- Strategies to build long-term personal resilience
- Identifying when to ask for help

2:15pm Review and commitments

2:30pm Training Close

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