

Managing customers

Seven steps to quality service

Step six - managing difficult situations

By David Illingworth

Synopsis

Step six in this series of seven training courses, engages participants in understanding that the 'service package' on offer to customers has many facets. This session, focused on 'managing difficult situations', leads to practical action plans for making a difference. Step six contains a leader's guide and a participant's workbook.

How to ...

How to handle difficult people and situations at work

How to find effective solutions for managing difficult people and situations

How to handle complaints effectively

David Illingworth

David has been encouraging and helping people for 30 years both as a line manager and as an international consultant to organizations across many cultures. He has a real passion for helping people and works extensively with helping young people to achieve their potential. Apart from his consultancy and business writing, he holds a number of Directorships in various businesses, including several e-businesses.

Acknowledgement

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