

Building Resilience & Managing Expectations

Half Day Course

Rating: ★★★★★ 4.9/5



Introduction

Resolving conflict is about more than discussing facts – views and feelings must be valued, too. Remember: ‘The customer’s perception is their reality’.

Hamilton Mercer’s Service Methodologies™ help people remain calm, empathetic and responsive during difficult interactions so they can arrive at favourable outcomes.

Learning Objectives

Upon completing this course learners will be able to:

- Develop self-awareness and resilience, and not feel personally attacked.
- Quickly establish the root cause of issues and the desired outcomes of people.
- Structure difficult conversations to keep them relevant and timely.
- Assert themselves appropriately, to confront unacceptable / manipulative behaviours.

Audience

People of all experience levels and seniority who have challenging interactions across all communications channels – face to face, telephone and written.

Return on Investment

Performance outcomes include:

- Increased confidence and morale leading to better decisions.
- Fewer staff absences due to reduced stress levels and anxiety.
- Assertive staff resolving conversations quickly and efficiently.
- Greater resilience – an ability to move on swiftly from tricky interactions.
- Increased ownership and fewer unnecessary escalations to managers.



Course Content

Module 1: Building Self-Awareness & Resilience

Learning Outcomes

- Improve stress management by taking ownership of thoughts / feelings / actions.
- Minimise the chances of feeling personally attacked.
- Avoid unnecessary escalations when interacting with difficult people.

Service Methodologies

- Coping & Conditioning Techniques
- Recognising & Managing Manipulative Behaviours

Module 2: Structuring Difficult Conversations

Learning Outcomes

- Develop the confidence to deliver bad news across all communication channels.
- Increase the consistency and timeliness / efficiency of investigations.
- Reduce the likelihood of being challenged when delivering bad news.

Service Methodologies

- Credibly Delivering Bad News™

How to Book

Book Online

<https://hamiltonmercer.co.uk/theportmanestateacademy/>

Email

r.mcnulty@hamiltonmercer.co.uk

Dates, Locations & Timings

The Portman Estate Office

40 Portman Square, London W1H 6LT

Wednesday 21st June 2023: 9.30am – 12.45pm

Thursday 23rd November 2023: 9.30am – 12.45pm

Hamilton Mercer's training sessions are
Friendly, Highly Engaging and Humorous.



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This course is part of the **Customer Service and Personal Development Academy** provided by
Hamilton Mercer