

# Dealing with Challenging People / Situations

Half Day Course

Rating: ★★★★★ 4.8/5



## Module 1:

### Genuine Empathy: Listen, Understand & Respond

#### Learning Outcomes

- Increase the likelihood of retaining information when people are venting.
- Defuse emotionally charged situations by responding with the correct level of empathy.
- Avoid selective listening or switching off during heated conversations.

#### Service Methodologies

- Empathetic Listening
- Empathetic Responding: S.I.F.T. Method'

## Module 2:

### Delivering Bad News: Confidence, Structure & Credibility

#### 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'

## Location & Delivery Style

4th Floor  
One Great Cumberland Place  
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Hamilton Mercer's training sessions are  
**Friendly, Highly Engaging and Humorous.**



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