

Managing at the Sharp End

This hybrid programme has been written for members of staff whose role is front-facing and who are exposed to a variety of pressures, including a demanding workload.

The session can be tailored for staff in specific sections such as Customer Services, Benefits or Housing.

Programme objectives

By the end of this programme, delegates will be able to:

1. Identify the importance of professional customer service to the organisation, the customer and to themselves
2. Behave professionally in difficult situations by using specific techniques that avoid becoming “hooked”
3. Use sophisticated communication skills to build rapport and defuse difficult situations, including NLP and Transactional Analysis
4. Develop coping strategies that make it easier to keep calm, or calm down after being faced with a stressful situation
5. Use specific techniques to calm individuals
6. Manage their time through specific time management and personal organisation techniques.

Further information

The programme is very participative and draws on the experiences of delegates. Role play is not usually included although this can be negotiated with the group.

Duration: Half day