



## Dealing With the Public Training

Welcome to the Dealing with The Public Training session.

Maintaining an image is crucial for any business and professionalism plays a significant role when dealing with clients. Interacting with the public can be challenging since you'll encounter types of individuals. It's important to be prepared to handle situations and deal with challenging people. In this training participants will learn customer service skills and effective communication techniques for engaging with the public. This module aims to equip your team with strategies, for managing customers resolving conflicts and enhancing their skills in public interactions. By the end of this session participants will feel motivated and confident in applying their acquired skills when interacting with clients. This training not benefits the employer or business. Also provides growth opportunities, for employees.

## **Course Overview;**

To start off the session we will spend some time introducing ourselves and discussing what will be covered during the workshop. Participants will have an opportunity to identify their learning objectives well.

In this one-day workshop we will help you develop skills to:

- Develop effective communication skills
- Handle clients with finesse
- Use questions to gain clarity
- Build rapport with people
- Employ stress-free techniques
- Conclude conversations effectively
- Utilize self-talk for guiding others to conclusions
- Exceed customer expectations

## **Effective Communication;**

Our trainers will emphasize the importance of body language in communication. While many claim to be able to interpret signals it's equally crucial to be mindful of the signals we are sending. Participants will gain an understanding of how to project confidence and a positive image.

## **Diffusing and Disarming Angry Clients;**

Our trainers will provide insights on managing anger and offer solutions for calming down angry clients.

## **Questioning Techniques;**

The art of asking the questions is key in taking control of situations and gaining perspective. Participants will explore questioning techniques through engaging activities and games.

## **Building Rapport;**

Establishing a connection with customers/clients can be incredibly fulfilling. Our workshop focuses on strategies, for building rapport that result in relationships. In this session we will guide participants on how to connect with others and how it can positively impact their performance and outcomes.

## **Techniques, for a Stress-Free Experience**

Our trainers will share tools to help participants gain a sense of control and improve their ability to manage stress.

**Ending Conversations on a Positive Note**

Discover a way to conclude conversations! Participants will learn tips that can make wrapping up conversations or phone calls easier while ensuring an interaction.

**Wrap Up of the Workshop**

Towards the end of the day students will have the opportunity to ask questions and create an action plan.

Visit <https://paramountraining.com.au> for more information or call 1300 810 725