



# The Graciously Handling Challenging People Course©



***We exist to empower leaders and teams to breakthrough  
and achieve their potential!***

---

Call us at: + 61 481 307 778

Email: [office@breakthroughcorporatetraining.com.au](mailto:office@breakthroughcorporatetraining.com.au)

Website: [breakthroughcorporatetraining.com.au](http://breakthroughcorporatetraining.com.au)

Get an Instant Quote: [breakthroughcorporatetraining.com.au/quote](http://breakthroughcorporatetraining.com.au/quote)

# The Graciously Handling Challenging People Course©

Do your leaders and team members need to enhance their skills when dealing with challenging or difficult people in your workplace?

In the present-day workplace, there are soft skills and personal strengths that team members can develop that will give them the edge and enable them to thrive. One of the vital soft-skills that many team members can develop is in graciously handling challenging people while being professional and composed. Handling difficult customers may seem like a thankless job. You can develop skills to adapt to the challenges difficult customers pose and extend these skills to handling difficult people and situations throughout your daily life.



☑ 1-2 Hour | ☑ 1/2 Day | ☑ Full Day | ☑ Custom Program

Customer service is essential and it helps companies give customers what they want and need. However, some customers and clients may be challenging. With the right training, skills, and knowledge, any challenging or difficult customer can be handled properly and effectively.

Participants will learn how engaging customers properly can benefit both the organisation and the customer. Effective customer service can change a company's reputation for the better. Through this workshop, your participants will gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer.

This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- Cultivate a positive attitude and reduce irritability and escalation.
- Develop skills in being gracious and honouring people.
- Manage internal and external stress.
- Develop abilities to listen actively and empathize.
- Build a rapport with customers in person and over the phone.
- Understand the diverse challenges posed by customers.
- Look at the sensitivities in place with challenging customers.
- Develop strategies to adapt to challenging circumstances.



Through this course, participants will get to role play with each other using The Graciously Handling Challenging People Methodologies. Participants will be activated with powerful communication, authentic rapport building, and body language skills.

This course is beneficial for people who work in customer service, sales or any relationship centred roles. We will examine people that are rude, angry, from another culture, different generations and customers that are 'impossible to please.' In the end, each participant will have developed strategies to effectively and graciously handle challenging people.



The overall training/coaching is aimed to help participants breakthrough with their skills with graciously handling challenging people in the workplace. This course can be run in the following formats: 1-2 Hours, Half Day, Full Day, and Custom Program options are available. Call +61 481 307 778 or email [office@breakthroughcorporatetraining.com.au](mailto:office@breakthroughcorporatetraining.com.au) for more information.



## Empowering leaders and teams to breakthrough and achieve their potential!

Breakthrough Corporate Training offers workshops, corporate training, coaching, team building, retreats and speaking services to organisations in Australia and worldwide. Breakthrough Corporate Training has a strategic partnership with TransforMe Learning and combined, we have over 70,000 hours of coaching/mentoring/training experience in organisations. 10s of 1000s of People from organisations in Sydney Australia and around the world have been transformed through our talks, corporate training, coaching, and mentoring. See some of our combined clients below.



### Our Vision

Breakthrough Corporate Training is a Sydney Australia-based corporate training leader. We facilitate powerful breakthroughs that transform team culture through our CLASS (Communication, Leadership And Soft Skills) and RAW (Resilience And Well-being) Courses and Programs. Our clients experience transformation through our on-line and on-site training, coaching, team building, retreats, and keynote talks. We add enormous value to teams as they become healthy, cohesive, and successful.

### Our Core Purpose

To Empower Leaders and Teams to Breakthrough and Achieve Their Potential!

### Our Core Values

Our Core Values show you what is really important to us and how we behave. Our core values demonstrate who we are at our core to our clients. These Core Values are intrinsic to who we are, and they do not change. Our Core Values are *Engagement, Breakthrough, and Passion*.

- Engagement* – We are engaged in every client encounter.
- We empower leaders and teams to *Breakthrough*.
- Passion* is our energy that fuels transformation experiences.

Our Nurture Values are values that we care about and that we aim to demonstrate in our behaviour. These values reflect our standards and how we function in our organisation. Our Nurture Values are *Relevance, Heart, Integrity, Presence, Truth, Courage, and Teamwork*.



***We exist to empower leaders and teams to breakthrough  
and achieve their potential!***

---

Call us at: + 61 481 307 778

Email: [office@breakthroughcorporatetraining.com.au](mailto:office@breakthroughcorporatetraining.com.au)

Website: [breakthroughcorporatetraining.com.au](http://breakthroughcorporatetraining.com.au)

Get an Instant Quote: [breakthroughcorporatetraining.com.au/quote](http://breakthroughcorporatetraining.com.au/quote)