



NPO 009-577

Library Assistants effectively dealing with difficult customers

Duration: 1 day

Aim: To equip the participants with the most essential skills and knowledge needed to communicate more effectively, efficiently and to become more professional in their daily working routine.

Workshop outline: The following areas will be covered:

- Listening as a skill to deal with a demanding customer
 - Creating an identity for yourself
 - Ways of listening
 - Passive listening
 - Surface listening
 - Active listening
 - Barriers to active listening
- Maintaining your composure
 - Self-confidence enables you to control your actions
 - Using assertive behaviour to defuse a difficult situation
 - Being professional vs. taking criticism personally
 - Dealing with rage
- Dealing with emotions and feelings
 - Identifying the feelings behind words or actions
 - Dealing with feelings, not just the problem
 - Displaying understanding and empathy
 - The rules for solving emotion related problems
- Dealing with difficult people telephonically
 - Calming the aggressive caller
 - Dealing with the assertive caller
 - Encouraging the passive caller
 - Handling abusive callers when they go too far
 - Words to use or avoid that make a difference
- Handling a customer complaint
 - Being aware of key service areas that, if neglected, can upset a customer
 - Putting yourself in your customers shoes
 - Rules for dealing with complaints



LIBRARY AND INFORMATION ASSOCIATION OF SOUTH AFRICA

LIASA Academy
P O Box 1598
Pretoria, 0001
Tel: 012 324 6096
Fax: 012 323 1033
e-mail: manager@liasa.org.za

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- How to use positive body language for face-to-face communications
- Turning complaints into opportunities and preventing additional complaints

Customisation: Allowed to suit the needs of the library

For more information contact Annamarie Goosen on manager@liasa.org.za or 012 324 6096.