

Conflict management with clients

Objectives :

- Being able to understand the person with whom you're speaking with whatever the context and adapt to their behaviour.
- Learn to manage a conflict with a client

Length and educational materials :

The duration necessary for this training is **7 hours** over one day, with an animated presentation, flipchart, documents and videos.

Audience et pre-requisites:

All public, no pre-requisites.

Program :

- Self confidence
- Positive inner attitude
- Non-verbal language
- Words and phrases that “kill”
- Calm the client
- Letting go
- The calming vocabulary
- The search for solutions
- Scenarios

Formative evaluation of the trainees giving the right to a **Training Certificate**.