

Managing Anger Effectively During Challenging Situations For Service Professionals (Online)

Course Objectives

The focus of this workshop is to provide the trainee the knowledge and skills for developing a pragmatic approach to anger management. It helps you to be more aware of your anger when confronted with aggravating situations and have a control of your own anger and emotion so that you could think clearly and make appropriate decisions.

Target Audience

For service staff who are constantly faced with aggravating situations.

Course Outline

- Know the relationship between stress and anger.
- Understand and recognize anger in our daily interactions with others particularly on our role as service providers.
- Review the components of anger and prepare for anger triggers.
- Know how to pinpoint your anger early and adopt ways to dampen inner tension/stress.
- Identify and learn to examine and change thinking patterns that fuel anger.
- Use the mechanics of assertive, nonthreatening communication to defuse problems/conflict when dealing with difficult customers.
- Know the strategies for resolution as a technique to reduce stress/anger.
- Draw up a personal plan for taking charge of anger without losing control.

Methodology

This workshop uses experiential learning technology that includes mini lectures, videos, activities and group discussions that provides a practical approach to managing anger.

Online course via ZOOM

Dates (2021) : ● 4 Jan ● 30 Mar ● 12 May

Duration : 1 day, 9am to 5pm (7 hours)

Register online at SNEF website www.snef.org.sg

Click on 'Training' and Course Category 'Customer Service'

Course Fees

Full Fees (inclusive 7% GST):
S\$299.60

TRAINER'S PROFILE

William Lee is highly motivated in coaching companies to uncover and develop business growth potentials through self-discovery processes.

William Lee is ACTA (Advanced Certificate in Training & Assessment) certified and is a facilitator and assessor of the Workforce Skills Qualification (WSQ) System. His 23 years of extensive industry experiences came from his working experience with MNCs in developing effective Customer Relationship Management (CRM), B2B sales and marketing processes and strategies in Asia. Clients whom William has worked with include both from the private and public sectors, ranging from developed to emerging economies within SEA, Indochina, Micronesia and South Asia.

Having worked with stakeholders and clients of diverse background in the region, William is able to conduct effective crucial conversations in stressful and difficult situations with stakeholders in very challenging situations.

William holds a MBA from University of Adelaide, Bachelor of Commerce (B.A), Curtin University, Diploma in Sales & Marketing and a CELTA teaching qualification awarded by University of Cambridge. Together with a high impact psychological selling background and trained in Franklin Convey's 7 Habits of Highly Effective People, William brings to you ways to manage stress & anger from a professional practitioner perspective for customer service professionals.

Enquiries:

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