



The
Trillium
Group
Conflict Management Experts

DIFFICULT SERVICE CONVERSATIONS

What is it?	Training program to help people manage difficult conversations with clients, customers, and others who need good service
For Whom?	Client Service staff, case managers, and those in similar roles; managers of those in similar roles
Length	Standard program 1 day; custom designed programs 1 - 3 days depending on focus and numbers
Outcomes	Developing best practices for customer service, defusing hostile responses, effective listening, avoiding unwise commitments, avoiding burnout, debriefing to improve skills
Features	Interactive, many practice opportunities, organisational focus to create consistent excellence in service

The Trillium Group Pty Ltd ABN 52 098 753 612

Sydney Office Suite 320, St. James Trust Building, 185 Elizabeth St., Sydney, NSW, 2000, Australia

Melbourne Office 643 Riversdale Rd., Camberwell, VIC, 3124, Australia

Phone 1800 636 839, 02 9036 0333 | Email enquiries@thetrilliumgroup.com.au | www.thetrilliumgroup.com.au