



Dealing with difficult employees and customers

Shaping relationships constructively and professionally

Seminar objective

Difficult communication and leadership situations with customers and employees can be influenced effectively, professionally and positively by using the right techniques. Good cooperation can be achieved even with difficult personalities. The behavior patterns of difficult employees and customers can be understood and explained. Communication becomes more positive and relaxed for all sides. In this seminar, you will be shown practical conversation techniques and instruments that will help you to better master difficult situations and build successful cooperation and relationships.

Seminar content

Recognize and better understand difficult employees and customers:

- Facilitating collaboration with difficult people
- Responding optimally to difficult communication and behavior patterns
- Getting to know personality profiles
- Improve and positively influence interpersonal relationships in the workplace

Recognizing and utilizing existing potential:

- The positive power of conflict: Dealing with customers and employees
- Developing personal strategies for dealing with problem people
- Recognizing escalating situations and stopping them in time
- Dealing convincingly with customers and employees
- Concede or confront: Demonstrate flexibility in behavior

In every conflict there is an opportunity:

- Behavior in aggressive situations
- Choice of words, voice, posture, gestures and facial expressions
- Constructive conversation techniques
- Conducting critical discussions with customers, employees and colleagues
- Advantages and disadvantages of authority and authoritarian behavior
- What is behind the behavior of difficult people?
- Showing understanding or provoking: the right strategy
- Dealing with objections, pretexts and destructive persons

Motivation and results:

- Motivation techniques
- Influencing the working atmosphere positively

Course ref.

KOM1007

Participants

not more than 9 participants

Schedule

1. Day: 10:00 - 17:00
2. Day: 09:00 - 16:00

Location & dates

Münster

15.08.2024 – 16.08.2024
23.09.2024 – 24.09.2024
10.10.2024 – 11.10.2024
20.02.2025 – 21.02.2025
17.03.2025 – 18.03.2025
24.04.2025 – 25.04.2025
14.08.2025 – 15.08.2025
22.09.2025 – 23.09.2025
09.10.2025 – 10.10.2025

Hamburg

07.10.2024 – 08.10.2024
27.02.2025 – 28.02.2025
06.10.2025 – 07.10.2025

Berlin

22.08.2024 – 23.08.2024
28.04.2025 – 29.04.2025
21.08.2025 – 22.08.2025

Hannover

14.11.2024 – 15.11.2024
13.11.2025 – 14.11.2025

Leipzig

14.10.2024 – 15.10.2024
13.10.2025 – 14.10.2025

Cologone

28.10.2024 – 29.10.2024
23.06.2025 – 24.06.2025
27.10.2025 – 28.10.2025

Frankfurt am Main

16.09.2024 – 17.09.2024
07.07.2025 – 08.07.2025
21.08.2025 – 22.08.2025

Nuremberg



- How to bring difficult conversations to a constructive conclusion?
- Practical tips, recommendations and behavior for dealing with difficult people
- A way out: the parting conversation

Methodology

Simulation of appraisal interviews
Interactive and experience-oriented exchange
Individual and group exercises
Short trainer inputs
Exercises with individual feedback

Target audience

The seminar dealing with difficult employees and customers is aimed at specialists and managers in all areas who wish to deal constructively with difficult employees and customers.

09.12.2024 – 10.12.2024
15.05.2025 – 16.05.2025
08.12.2025 – 09.12.2025

Stuttgart

27.02.2025 – 28.02.2025

Munich

10.10.2024 – 11.10.2024
12.05.2025 – 13.05.2025
27.10.2025 – 28.10.2025

Vienna

20.02.2025 – 21.02.2025

Fee

1.150,00 € (ex. VAT)
1.368,50 € (inc. VAT)

Included in the price: Working documents, certificate of participation, lunch and coffee breaks.



FAX-ANMELDUNG +49 251 20205-99

Internet: www.kitzmann.biz
E-Mail: info@kitzmann.biz
Telefax: +49 251 20205-99

Ich melde mich/Wir melden uns zu folgender Veranstaltung an:

1. Teilnehmer

Name/Vorname

E-Mail

Mobilnummer

Veranstaltung Seminarcode

Ort Termin

Firmendaten/Rechnungsempfänger

Firma

Rechnung (Name)

Straße/Nummer

PLZ/Ort

Telefon/Fax

Branche

Datum

2. Teilnehmer

Name/Vorname

E-Mail

Mobilnummer

Veranstaltung Seminarcode

Ort Termin

Anzahl der Mitarbeiter in Ihrem Unternehmen

Kundennummer

Anmeldebestätigung (E-Mail)

Unterschrift