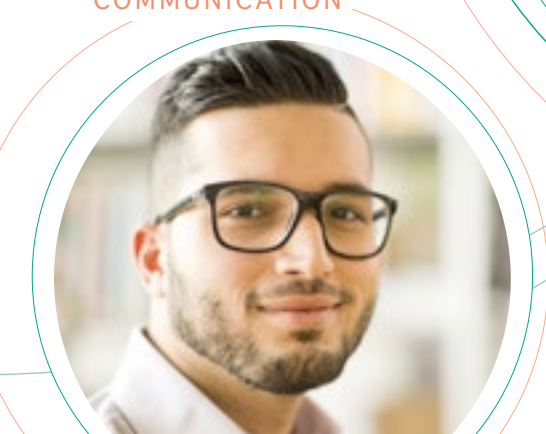


# Training Directory



EXPERTS IN  
COMMUNICATION



PROFESSIONAL  
DEVELOPMENT TEAM

---

02 **British Council's work in Professional Development**

---

06 **Blended/eLearning**

---

**Diversity and Inclusion**

10 Intercultural Fluency Essentials

---

**Written Communication**

14 Advanced Business Writing

15 Better Emails

16 Business Writing Essentials

17 Reports that work

---

**Interpersonal Communication**

20 Advanced Presentation Skills

21 Effective Negotiation Skills

22 Handling Difficult Colleagues and Customers

23 Interpersonal Communication Skills

24 Success with Presentations

25 Train the Trainer: Essential Skills

---

**Customer Service**

28 Delivering Service Excellence

29 Handling Angry, Hostile and Abusive Customers

---

30 **Notes**



## Welcome to our Training Directory

For organisations to grow so must their people. Commitment to continuing professional development and 21st century skills is the mark of those looking to the future realities of the local and globalised economy. We understand this.

British Council has more than 75 years' experience in teaching and training worldwide. We develop cutting edge content in our centres of excellence and adapt it to meet local aspirations.

Our unique training methodology puts learning and learners at the centre of everything we do. The approach is practical, experiential and highly enjoyable ensuring maximum benefit in the workplace.

Our personalised approach to partnership includes updating, refining and adapting our training programmes to ensure they are cutting edge and practical. This means sourcing and adapting content being constantly developed in British Council centres of excellence worldwide as well as developing local bespoke material. Our interactive approach is highly regarded and feedback from participants is extremely positive. We are very keen to listen to all suggestions that ensure we remain relevant and the partner of choice.

***'You surpassed my expectations ....high quality course, interactive and very useful.'***

Our team is highly experienced both locally and internationally. We look for, recruit and develop only the best practitioners available. As well as qualifications and accreditation they have expertise garnered from a rich variety of organisational backgrounds and roles.

We use a training methodology where learning and the learner, are at the centre of everything we do. Our experiential methods are informed by up to the minute research into learner-centred and interactive approaches. This means we take on-board differing learning styles, learners' expectations and the effectiveness of training room techniques on each.

Our overarching approach is based on a cycle of acknowledgment of current practice – reflection and critique – lessons learned – action. Participants are guided towards their own learning outcomes which fosters sustained behavioural impact and transferability of skills absorbed. The pre-course assignments orientate the learners towards meaningful engagement and our post-course follow through cements learning.

***'The practical tasks highlighted new and rarely used tactics to apply during presentations.'***

***'The facilitator was .... Knowledgeable, listened to participants and made everyone feel important. He was fantastic'***

Join our public workshops, all listed in this catalogue, and benefit from valuable opportunities to share your training and network with learners from a wide range of sectors. Alternatively, have a workshop customised to your company's needs by our team of well-qualified and experienced trainers and content writers worldwide. This approach works well for organisations that want to train their people together with content tailored meet your workplace or industry's specific needs.

Check out our courses this year and if you would like to talk to us about your training and development needs, please feel free to contact the British Council team.

# Blended/ eLearning



## Blended/ eLearning


The British Council's Professional Skills Network has developed a new, state of the art eLearning platform. This platform is being used globally by a range of organisations to enhance face-to-face training with either blended learning or fully online modules.

Our online, self-study, modules use articles, video clips, games and quizzes to introduce the key workplace skills and concepts. Course participants can also interact with each other in chat forums. These are moderated by an experienced trainer who will answer questions, guide discussions and give feedback. Our modules also include an end of module assessment for participants to track their progress and review the areas they need to work on.

Our blended courses include trainer-led sessions, which can be carried out face-to-face or by webinar, to suit your needs. Our webinars are highly interactive and replicate a training room environment with discussions, pair tasks and group activities to ensure you get the most out of the programme. The courses begin and end with an assessment of each participant's skill level so you can easily measure improvement. Participants will also complete an action plan saying how they are going to implement the learning at work and how they are going to continue to improve.

Organisations and individuals can also become members of the Professional Skills Learning Community, which brings a range of additional support and resources. Members can participate in events, competitions, sharing sessions as well as access an eLibrary. This is a handy 'one-stop shop' for the latest information on trends in workplace skills development and advice on how to develop them in staff and yourself.

Contact us to find out more about how the Professional Skills Network's eLearning platform can enhance your in house training programmes.



“  
In this course I liked  
the trainer's presentation  
and how nicely she  
responded to any  
questions we had.

”

Trainee from BRAC



# Diversity and Inclusion

## Intercultural Fluency Essentials

This revealing workshop asks you to reflect on your values and behaviours and consider how these may impact your working relationships in multicultural environments. It also introduces you to a range of tools and techniques to help you better understand how people from other cultural backgrounds prefer to work.

Your accredited trainer will take you through a range of strategies you can use immediately to enhance relationships, build rapport and communicate with confidence across cultures.

### Who should attend?

Anyone who needs to work with colleagues, customers or clients from different cultural backgrounds.

### Learning Outcomes

After taking this workshop you should be able to:

- build relationships and overcome differences in multicultural and global situations
- respond more flexibly to new and complex cultural contexts
- feel comfortable and at ease in unfamiliar cultural settings

### Course Outline

#### What is culture?

- A description of culture

#### Culture and you

- Who are you?
- What are your preferences?
- What's on and under the surface: organisational culture
- Personal, cultural, global

#### Building rapport across cultures

- Insights or stereotypes?
- Four behaviours and rapport
- Observing and being responsive
- My case study

#### Multicultural meetings

- Cultural moments in meetings

#### Communicating with style

- Four communication styles
- Communication challenge
- What's your communication style?
- Adapting your style
- Responding to the context

#### Multilingual situations

- Multilingual contexts
- Techniques to avoid miscommunication

#### Bringing it all together

- My communication case study
- My learning journey progress

“

I learned real knowledge and skills on this course. The trainers' proficiency level was excellent. I highly recommend this course to everyone

”

BSRM trainee

# Written Communication





## Advanced Business Writing

Are you a competent business writer? Would you like to enhance your credibility and effectiveness at work by taking your writing skills to the next level?

This workshop considers the more challenging areas of modern business writing. Looking at a range of document types, you will discover how to build lasting relationships, get others to do things and handle difficult messages. There is a writing activity after each section of the course where you can immediately put the new skills you learn into practice.

### Who should attend?

Any competent writers or those who have already taken our Business Writing Essentials workshop.

### Learning Outcomes

After taking this workshop you should be able to:

- feel more confident in your ability to write well in a range of advanced business writing situations
- build better relationships through more empathetic writing
- achieve better results through more targeted and effective writing

### Course Outline

#### Introduction and overview

- Advanced writing competencies
- Analysing business writing samples
- Your case study

#### Writing for the reader

- Profiling reader needs
- Tailoring your messages
- Exploring the four communication styles
- Adapting your writing to the different styles

#### Writing persuasively to encourage action

- Understanding persuasive writing
- Selecting the best structure for your text
- Adapting your language

#### Disagreeing and saying 'no' diplomatically

- Tips for disagreeing and saying 'no'
- How style and tone affect your readers
- Analysing case studies

#### Giving constructive feedback sensitively

- The purpose of constructive feedback
- The impact of badly written feedback
- Dos and don'ts of constructive feedback

#### Applying your new skills

- Your case study
- Your new writing competencies and action plan

## Better Emails

Is your inbox overflowing? Are you still waiting for important information that you asked for last week? We spend several hours each workday on emails. All too often, we write and send our emails without much thought as we are too busy to think about how well we write.

This course will show you simple ways to increase the quality of your emails with small investments of time. You will be introduced to the POWER writing process and the 6 Cs of professional email writing. You will also write emails and receive feedback from your trainer and other course participants on how to improve.

### Who should attend

By the end of the course, you should be able to:

- plan and organise your email writing to fit your purpose
- adapt your emails to different audiences and situations
- write and edit your emails to make them clear, concise and easy to understand
- participants will be better able to write effective emails that achieve goals and build relationships
- clients and colleagues will receive emails that are easy to understand, encourage a quick response and create a willingness to collaborate to meet deadlines and solve problems

### Learning Outcomes

After this workshop:

- the organisation will have team members who can use a writing process to communicate effectively and enhance productivity

### Course Outline

#### Email fundamentals

- Identifying email writing habits
- Understanding the POWER writing process
- Applying the 6 Cs of email writing

#### Designing emails that achieve outcomes

- Understanding readers' expectations
- Identifying short-and long-term goals
- Adapting content and formality of language

#### Adapting email structure to your audience

- Using a formal email structure

- Using an informal email structure
- Analysing the impact of structure on readers and context

#### Writing reader-focused emails

- Achieving goals with reader-focused emails
- Adapting tone to the level of formality
- Adapting writing to the reader's communication style

#### Writing clear and concise emails

- Using plain English
- Making your email concise
- Writing clear and concise action

#### Communicating difficult messages through email

- Communicating bad news in a good way
- Giving written feedback
- Using language to achieve results

#### Managing email threads

- Evaluating the use of email threads
- Managing email threads
- Summarising the content of email threads

#### Editing and reviewing emails

- Using a process to edit and review emails
- Identifying common spelling, grammar and punctuation errors
- Editing and reviewing emails using the 6 Cs

## Business Writing Essentials

This workshop provides you with a thorough understanding of modern business writing. This will help you to write all kinds of documents more effectively and professionally.

Through analysis and hands-on activities, you will learn how to plan and edit a variety of documents. You will also write a case study text and use the 5 Cs to progressively refine this throughout the workshop.

### Who should attend?

Anyone who wants to learn the fundamentals of modern business writing.

### Learning Outcomes

After taking this workshop you should be able to:

- feel more confident in your knowledge of modern business writing

- communicate your ideas more effectively
- use writing to enhance your professional image at work

### Course Outline

#### Introduction and overview

- Your writing at work
- The 5 Cs of business writing
- Case study – writing practice

#### Complete

- Stating your purpose
- Who are your readers?
- Getting the action you want
- Using diagrams to plan

#### Clear

- Being specific
- Linking your ideas
- Writing effective paragraphs
- Structuring your information
- Modern document layout and design

#### Correct

- Eliminating grammatical errors
- Commonly confused words
- Understanding sentence structure

#### Courteous

- Avoiding over-formality
- Using the active voice
- Adopting a reader-friendly tone

#### Concise

- Using short, familiar words
- Avoiding repetition and redundancy

#### Summary

- Editing your documents
- Online tools for business writers

## Reports that Work

Good decisions come from good reports. The best reports earn the writer respect and achieve an appropriate, positive response. This course guides you through the essential skills for planning, structuring, writing and checking all of your reports at work. You will write sections of an actual report you are working on, or a case study, and receive feedback from your trainer and other course participants on how to improve.

### Who should attend?

After this workshop you should be able to:

- Plan and organise your reports to fit your purpose and meet the readers' needs
- Write clear, concise and coherent reports that are easy to read
- Edit and review your reports to ensure they are complete and correct

### Learning Outcomes

After this workshop:

- Participants will be more productive and produce more targeted reports
- Management will be better able to make strategic and tactical decisions based on data, analysis and recommendations

- The organisation will be able to respond more quickly and effectively to findings and recommendations proposed

### Course Outline

#### Report writing fundamentals

- The features of effective reports
- Different report types
- Exploring report structures

#### Planning your report

- Tailoring your report to your reader
- Writing purpose statements
- Analysing your audience

#### Organising the content of your report

- Gathering information
- Using visuals to organise information
- Deciding what is essential

#### Writing clear and cohesive reports

- Using stories to engage readers
- Writing effective paragraphs and linking ideas
- Making the report cohesive and coherent

#### Reporting information and data

- Guidelines for using diagrams
- Displaying data
- Writing facts

#### Sections of a report

- Writing effective conclusions
- Recommending action
- The executive summary

#### Making your report readable

- Using plain English
- Making the report clear and concise
- Using positive statements

#### Editing and reviewing your report

- Using the 6Cs to edit
- Eliminating common grammar mistakes
- Reviewing and editing reports

# Interpersonal Communication



## Advanced Presentation Skills

Are you an experienced presenter? Would you like to increase your influence and impact with your stakeholders? If so, this advanced workshop will help you to create and deliver more powerful presentations.

In an action-packed two days you will explore techniques to enhance your skills as a presenter. You will also receive comprehensive feedback to help take your presentations from good to great!

### Who should attend?

Experienced presenters who want to take their skills to the next level, or participants who have already attended our *Success with Presentations* course.

### Learning Outcomes

After taking this workshop you should be able to:

- feel more credible, confident and connected to your audience when presenting

- know different ways to structure your presentation according to audience needs
- deliver more powerful presentations

### Course Outline

#### Introduction

- What makes a presentation powerful?
- Powerful presenters in action
- Personal goal setting

#### Becoming a powerful presenter

- Overcoming nerves
- Building confidence
- Creating connection

#### Planning your message

- Identifying your theme
- Organising your ideas
- Storyboarding your content

#### Engaging your audience

- The art of storytelling
- Communicating with impact
- Harnessing the right media

#### Staying flexible but focused

- Contingency planning
- Dealing with interruptions
- Handling difficult questions

## Effective Negotiation Skills

This highly practical course introduces you to the skills needed for effective negotiations. You will learn about different negotiating styles and practice using a simple but effective process for conducting negotiations at all levels.

During the course you will discuss real-life experiences and take part in a variety of role plays and simulations to immediately put the skills you learn into practice.

### Who should attend?

After this workshop you should be able to:

- Apply a systematic approach to preparing for and participating in negotiations
- Build relationships with and earn the trust of negotiating partners early in the process
- Overcome common challenges faced in negotiations

### Learning Outcomes

After this workshop:

- Participants will be able to achieve better performance and relationships by negotiating in a more structured and strategic way
- Negotiating partners will be more engaged in the process, resulting in greater empathy, flexibility and increased likelihood of reaching agreement

- The organisation will benefit from more positive outcomes from negotiations

### Course Outline

#### Negotiation fundamentals

- What is a negotiation?
- Qualities of effective negotiators
- The PODD negotiating process

#### Establish your negotiation style

- Your approach to negotiation
- Bargaining vs. negotiating
- Negotiation styles

#### Preparing for a negotiation

- Position versus interests
- Ideal outcome, bottom line and alternative outcome
- A negotiating checklist

#### Opening a negotiation

- Relationship building
- Discussing process and substance
- Objective criteria

#### Negotiating across cultures

- Five general rules for negotiating across cultures
- Working in multi-lingual contexts
- Non-verbal behaviours

#### Having the negotiation

- Effective questioning
- Generating options
- The art of persuasion

#### Achieving 'win-win'

- Overcoming blocks in a negotiation
- Dealing with stalled negotiations
- Closing the deal

#### Difficult negotiations

- Strategies to deal with difficult situations and people
- Analysing case studies

## Handling Difficult Colleagues and Customers

This workshop will help you to handle difficult colleagues and customers in a more assertive, confident and constructive manner.

As well as learning about the nature of conflict and why it arises you will gain a better understanding of how you react in stressful situations. You will also be given a set of tools and techniques to help you manage challenging real-life interactions with your colleagues and customers.

### Who should attend?

Anyone who has to deal with difficult colleagues, customers or clients.

### Learning Outcomes

After taking this workshop you should be able to:

- be more conscious of and better manage your own reactions in challenging situations

- feel more confident when dealing with conflict at work
- communicate more effectively with your colleagues and customers



### Course Outline

#### Understanding the nature of conflict

- Identifying your difficult situations and people
- Defining conflict
- Understanding the root causes of conflict
- Assumptions about behaviour

#### Understanding yourself and others

- Physical reactions in difficult situations
- Exploring your 'hot buttons'
- Understanding and adapting

your communication style

#### Conflict management

- Acknowledging diversity
- Psychological contracts
- Applying conflict management techniques
- Identifying creative solutions to routine problems

#### Managing yourself and others

- Helping others to remain calm
- Reacting to criticism

- Using 'I' statements
- Building your resilience

#### Communication skills

- Understanding the power of listening
- Showing empathy
- Adapting your language

## Interpersonal Communication Skills

Would you like to build more effective relationships with your colleagues, clients and managers? Are you struggling to get ideas heard? Do you want to communicate in a more professional way? This course will help you develop the skills you need to communicate effectively with others in the workplace. You will learn more about communication styles and discover easy-to-use tools and techniques to help build relationships and achieve your professional goals.

### Who should attend?

By the end of the course, you should be able to:

- understand your communication style and be able to adapt it when necessary
- build rapport with colleagues, clients and superiors to help you get things done
- have the skills to improve a key relationship at your workplace

### Learning Outcomes

After this workshop:

- participants will be better able to communicate with others in the workplace to achieve goals and build relationships
- clients and colleagues will appreciate increased understanding, stronger levels of trust and achieve better results

- the organisation will have team members who can better adapt their communication focusing on the needs of others increasing long term performance and productivity



### Course Outline

#### The fundamentals of interpersonal communication skills

- Identifying the features of effective interpersonal communication
- Analysing the impact of effective interpersonal communication on the workplace
- Analysing key relationships to improve

#### Understanding and adapting to communication preferences

- Understanding the four DiSC communication preferences
- Identifying the strengths and challenges of each communication preference
- Adapting communication preferences to the audience and context

#### Elevating your listening skills

- Experiencing the three levels of listening
- Using effective listening to achieve positive outcomes and build rapport
- Selecting techniques to be more mindfully present

#### Showing empathy in the workplace

- Understanding empathy and its impact on the workplace
- Identifying the language of empathy
- Communicating with empathy in workplace situations

#### Communicating with impact

- Understanding the 3 Vs of communication
- Identifying priorities when communicating with key relationships
- Positively communicating the intent of your message

#### Non-verbal communication

- Analysing the impact of body language on your audience
- Using your voice to communicate meaning
- Adapting non-verbal communication to positively connect with others

#### Verbal communication

- Using language to build rapport with others
- Identifying effective question techniques
- Using the question funnel to gain clarity and create insight

#### Communicating effectively in challenging situations

- Communicating assertively
- Saying no positively
- Giving constructive feedback

## Success with Presentations

Presenting an idea in a persuasive and confident way can change the course of your career. Still, fear of presenting is common. Through eight modules, this course will show you simple ways to overcome your fear and increase the quality of your presentations. We will look at planning, structure and delivery so that you can communicate your ideas persuasively and engage with your audience in a calm and confident way. You will also share your own experiences of giving and watching presentations and offer suggestions to each other. You will deliver a small presentation and receive feedback from your trainer and other course participants on how to improve.

### Who should attend?

By the end of the course, you should be able to:

- plan and structure your presentation to meet audience needs
- communicate your ideas in a compelling and persuasive way
- appear professional and credible even in challenging situations

### Learning Outcomes

After this workshop:

- Participants will be better able to deliver presentations that achieve goals and make a positive impact on the audience
- Clients and colleagues will watch presentations that are easy to understand, memorable and persuasive, delivered in a

way that meets their needs and expectations

- The organisation will have team members who can present ideas effectively to enhance organisational credibility

### Course Outline

#### Presentation fundamentals

- Identifying the features of a good presentation
- Understanding purpose, outcome and audience
- Planning a successful presentation

#### Creating a logical structure

- Identifying how your audience listens
- Using the power of three and transition signals/structure to guide the audience
- Analysing a structured opening

#### Presenting persuasive ideas

- Organising ideas persuasively
- Using persuasive language
- Closing with extended benefits

#### Using storytelling techniques

- Opening with a story
- Engaging the audience with an interactive presentation
- Ending with a story

#### Enhancing your presentation with visual aids

- Overcoming common slide design and presentation problems
- Identifying different slide types
- Using storyboarding to design slides

#### Delivering with impact

- Understanding what your body language conveys to the audience

- Aligning body language with your words

- Using your voice to sound credible and persuasive

#### Engaging the audience

- Managing your nerves
- Asking the audience questions
- Handling interruptions and questions

#### Presentation skills mini-clinic

- Identifying the key elements of a successful presentation
- Evaluating your presentation and setting goals
- Assessing your presentation performance

## Train the Trainer: Essential Skills

Do you need to create or deliver training sessions for your staff? Would you like to incorporate training into your meetings or other team events? If so, let us share our 30 years of corporate training experience with you! Through a series of learner-centred activities, you will learn how to plan, prepare and deliver training sessions that meet the needs of your trainees and engage them from start to finish. You will deliver a short learning session and receive feedback from your trainer and other course participants on how to improve.

### Who should attend?

After this workshop you should be able to:

- Select the best methods and activities for your group
- Deliver well-structured training sessions based on learning theories
- Better engage trainees and keep them focused

### Learning Outcomes

After this workshop:

- Participants will be better able to deliver learning sessions that achieve goals and make a positive impact on the participants
- Future trainees will attend learning sessions that are relevant, memorable and delivered in a way that

meets their learning needs and expectations

- The organisation will benefit from more effective skills development, leading to increased impact of training sessions in the workplace

### Course Outline

#### Training fundamentals

- The elements of a learning session or workshop
- The features for a successful workshop
- What a trainer needs

#### Workshop structure

- Three workshop structures
- Beginning a workshop
- Closing a workshop

#### Interactive delivery

- Interactive learning and methods
- Debriefing activities
- Time management

#### Participant-led content

- The benefits of participant-led content
- Asking questions
- Managing discussions

#### Giving instructions

- Sequencing instructions
- Demonstrating activities
- Making instructions clear

#### Giving feedback

- The purpose of feedback
- Giving constructive feedback
- Involving the person

#### Managing people

- Identifying behaviour patterns
- Grouping and re-grouping
- When people disagree

#### Micro delivery clinic

- The elements of a successful learning session
- Evaluating your micro-delivery plan and setting goals
- Assessing your performance



# Customer Service

## Delivering Service Excellence

Would you like to develop your customer handling skills so that you are able to exceed your customers' expectations? Would you like to know how to put the customer at the centre of your work? If so, this course will give you the tools that you need to drive consistently positive interactions.

As well as examining your customers' journey and how to improve it, you will also practice key communication skills such as listening actively, using customer-focused language and dealing with complaints. You'll discover how important your role is in delivering a great customer experience.

### Who should attend?

By the end of the course, you should be able to:

- map the customer journey and examine how it can be improved
- practice techniques that focus on proactively seeking out and understanding customers' needs and expectations

- practice techniques that aid the management of customer complaints and recovery from service problems

### Learning Outcomes

After this workshop:

- participants will be empowered to support, coach and partner with customers based on a better understanding of

- what is valuable to them and with a view to helping them achieve their goals
- customers will experience a journey that requires less effort, is consistent, and is more sensitive to their needs
- the organisation will be able to build customer relationships that will drive an emotional connection with the brand



### Course Outline

#### Defining service excellence

- Exploring the key features of service excellence
- Identifying the link between an organisation's values and service delivery.
- Understanding the role of service delivery in WOW brands

#### Mapping the customer journey

- Identifying the benefits of customer journey mapping
- Analysing moments of truth
- Creating and evaluating a customer journey map

#### Consistent customer service

- Building trust with customers through more consistent behaviour

- Analysing how customer service standards underpin customer experience
- Reviewing performance against these standards and setting goals

#### Communicating with your customers

- Analysing the impact of body language, voice and language
- Using the 3 Vs of communication to create connection
- Understanding what makes an effective conversation

#### Understanding customer needs

- Understanding the different levels of listening
- Demonstrating how to acknowledge others to achieve positive outcomes

- Using questions to understand and manage customer expectations

#### Building rapport and trust with customers

- Identifying rapport building behaviours
- Refusing requests empathetically
- Using positive and customer focused language

#### Retaining the customer

- Understanding the hidden value of complaints
- Identifying best practice in managing complaints
- Gaining back customer trust

#### Service excellence in practice

- Analysing service interactions
- Evaluating customer service role-plays and setting goals
- Planning for successful service interactions

## Handling Angry, Hostile and Abusive Customers

Anyone who works on the frontline has, at some point, had to deal with exceptionally challenging behaviour from their customers. This workshop gives you practical tips and techniques to deal with these situations in a calm, assertive and professional manner.

Through discussions, case studies and role plays you will learn why people react angrily, how to manage your own emotions and how to handle hostile and abusive behaviour.

### Who should attend?

Customer service professionals, executives and managers who want to build confidence in dealing with extremely challenging customers.

### Learning Outcomes

After taking this workshop you should be able to:

- better understand your customers' anger and your own reactions

- know how to stay calm and think straight in stressful situations
- use a range of strategies to deal with hostile and abusive customers more assertively



### Course Outline

#### Understanding yourself and others

- Knowing yourself
- Physical responses to challenging situations
- Dealing with stress

#### Anger and its causes

- The anger escalator
- Discovering the root causes of anger
- Case studies – handling angry customers

#### Managing conflict

- Using a 'decision tree' to manage an angry exchange
- Strategies to handle personal criticism
- Being assertive

#### Showing empathy

- Sympathy vs empathy
- Empathising with agitated customers
- Role plays

#### Handling refusals and complaints

- Refusing requests and offering alternatives
- Explaining policy using assertive techniques
- Tone in complaint handling

#### Dealing with hostile or abusive customers

- Identifying hostile or abusive customers
- 5 strategies to deal with hostile 'bait'
- Final role plays and feedback







Rose Hill Learning Centre  
Royal Road Rose-Hill  
T: +230 403 0200

Northfields Learning Centre  
Labourdonnais Village  
31803 Mapou  
T: +230 403 0200

[general.enquiries@mu.britishcouncil.org](mailto:general.enquiries@mu.britishcouncil.org)  
[www.britishcouncil.mu](http://www.britishcouncil.mu)  
[www.facebook.com/BritishCouncilMauritius](https://www.facebook.com/BritishCouncilMauritius)

The British Council is the United Kingdom's international organisation  
for cultural relations and educational opportunities.