

# Business Bites

## Dealing with Difficult People

This short seminar will cover dealing with difficult people and situations and will equip you with the tools to handle complaints effectively.

Complaints occur—but it's how we handle the complaints that determine the success of the outcome.

In this session you will learn how to:

- Understand why complaints occur
- What is your conflict management style
- How your conflict management style can affect the outcome
- Understand the complaint handling process
- Own the process and the outcome

Afterwards enjoy a light lunch while networking with other small business people.

Online bookings [www.bec.org.au](http://www.bec.org.au)

<b>Date:</b>	Friday 30 April 2010	<b>Venue:</b>	Inner West BEC Training Room
<b>Time:</b>	12.00pm - 1.30pm		Adelaide University Research Park
<b>Cost:</b>	\$20.00		30 - 32 Stirling Street
<b>RSVP:</b>	Wednesday 28 April 2010		Thebarton

**BUSINESS BITES - DEALING WITH DIFFICULT PEOPLE REGISTRATION FORM**  
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