



Registered Training Organisation: 2543

## Dealing with the Public Workshop

**Duration :** 1 Day

**Who For:** All employees who are required to deal with the public.

**Descriptor:** This unit addresses the attitude and skills required to deal with the public professionally.

### Course Outline

- Professionalism
  - Presenting a positive organisational image
- The communication process
  - Listening
  - Identifying opportunities
  - Providing information
  - Body language
- Assessing your client service style
- Coping with angry feelings
- Dealing with difficult people
- Managing conflict
- Appropriate follow up action

### When and Where

#### Ulverstone Course Location

Camp Clayton  
41 Clayton Road, Ulverstone  
9:00am – 4:00pm

#### Hobart Course Location

Tasmanian Technopark  
Innovation Drive, Glenorchy  
9:00am – 4:00pm

#### Launceston Course Location

Olde Tudor Motor Inn  
Westbury Road, Prospect  
9:00am – 4:00pm

**\$120.00 + GST per participant**

Register by completing the registration form below and faxing to A.E.S. on 62720004 or by post to PO Box 623, North Hobart Tas 7002. For more information please phone 62335566. There is a \$60.00 cancellation fee if A.E.S. is not notified 24 hours prior to the course commencing.

Please note A.E.S. does not send out confirmation of registration. You will only hear from A.E.S. if the course is full or has been cancelled.

### Registration Form

Contact Name: _____	Participant Names: _____
Company Name: _____	_____
Address: _____	_____
Phone: _____ Fax: _____	_____
Course Date: _____	_____
Course Location: _____	_____
Email: _____	_____
How did you find out about A.E.S.? _____	_____