Handling Difficult Visitors and Callers with Confidence

Office Administration

Course Overview

Handling Difficult Visitors and Callers with Confidence: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and...

What You Will Achieve

- Explain the core principles and current good practice in Handling Difficult Visitors and Callers with Confidence
- Apply practical tools and techniques for Handling Difficult Visitors and Callers with Confidence in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Handling Difficult Visitors and Callers with Confidence in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Executive assistants, office managers, administrators, coordinators and support professionals who keep organisations running.

Course Outline

1. Foundations of Handling Difficult Visitors and Callers with Confidence: principles, terminology and context
2. The business case: why Handling Difficult Visitors and Callers with Confidence matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
9 to 13 Nov 2026	Online	**$700**
16 to 20 Nov 2026	Pretoria	**$1,550**
30 Nov to 4 Dec 2026	Harare	**$1,550**
7 to 11 Dec 2026	Cairo	**$1,550**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.