



Dealing With Difficult People

COURSE OVERVIEW

If we approach difficulties as needing to take place in one or a series of conversations, and we approach those conversations with a plan, we will find that we have less difficult people to deal with.

More often than not, we will also have more meaningful and significant conversations. In this one-day workshop, you will learn how to turn difficult situations into opportunities for growth.

KEY SUBJECT AREAS

- Conflict as communication.
- Benefits of confrontation.
- Preventing problems.
- Getting focused.
- Dealing with anger (yours and others).
- Dealing with problems.
- The three step conflict resolution model.
- Changing yourself.
- Why don't people do what they are supposed to?
- De-stress options to use when things get ugly.

LEARNING OUTCOMES

- Recognise how your own attitudes and actions impact others.
- Find new and effective techniques for dealing with difficult people.
- Learn some techniques for managing and dealing with anger.
- Develop coping strategies for dealing with difficult people and difficult situations.

Success in dealing with conflict comes from understanding how we behave, as well as how we can influence others.

Duration: 1 Day

Unique features

The Dealing With Difficult People Workshop is designed to meet current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

Who should attend?

Anyone who is in a position where they regularly find themselves presented with customers or colleagues that are difficult to deal with.

Includes...

- Resource material & workbook.
- Training 101 Certificate

Contact us for more information
or to register on a workshop:

P: 0800 801 233