

DURATION: A one day course

SUITABLE FOR: Those who want to be more confident and professional when dealing with difficult 'people' situations at work. Whether dealing with customers, colleagues, supervisors or subordinates – this day will give you practical tips to deal with these "tricky" situations.

COURSE OUTLINE:

OBJECTIVES:

By the end of the course delegates will be able to:

- Understand behaviour and its effects
- Develop communication skills that help deal effectively with situations
- Recognise three different behaviour types
- Deal more confidently with difficult situations so that no one feels a 'loser'

PROGRAMME:

Setting the context

- What are we going to cover today?
- What brings you here and what do you want from the day?

Understanding behaviour and its effects

- What makes a person difficult?
Recognising what difficult behaviour is.
- How, by understanding behaviour, we can modify other people's style.

Communication skills that help deal effectively with difficult people

- Paraphrasing to avoid assumptions or misunderstandings.
- Using feedback in both positive and negative context.
- Listening and questioning skills to get the true perception of the situation, show confidence and gain control.

Three different behaviour types

- Clarifying the difference between aggressive, assertive and passive behaviour.
- Recognising the effects of each type on self and others.
- Tips towards assertiveness.

Building Rapport

- Being aware of the differences between you and others – and how to 'bridge the gap'.

Dealing with difficult situations

- Situations at work that may arise – highlighting practical ways to deal with them.
- Dealing in fact and behaviour – not emotion and personalities.
- Using positive language and a positive approach to influence outcomes.

The way forward

- Taking ideas back to the workplace and putting them into action.

Conclusion and recap of key learning points