



## Webinar Events *live & interactive*



# Dealing Effectively with Difficult People

**Delivered as:** 3 modules of 90 minutes, as a complete course

### **Suitable for:**

Anyone who needs to be more confident and professional when dealing with 'difficult people' situations in or outside of work. When dealing with customers or colleagues, your manager or your team, learn to use practical techniques to keep control and deliver positive outcomes and solutions that will defuse and resolve these tricky situations. You, your colleagues and customers will become happier people!

### **Objectives:**

By the end of the course you will be able to create an action plan that will enable you to:

- Deploy communication skills to deal effectively with difficult or tense situations
- Recognise three different behaviour types and understand their impact and effects
- Exercise some key skills and techniques to gain rapport and control of the situation
- Confidently resolve difficult situations so that no one feels like a 'loser'
- Keep your cool under pressure and minimise your stress levels

## **Module 1: Behaviour, Yours and Theirs! – 90 minutes**

### **Understanding Behaviour and Its Effects**

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

### **Three Different Behaviour Types**

- Clarifying the difference between aggressive, assertive, and passive behaviour
- Recognising the effects of each type on yourself and others
- Tips towards assertiveness that help you keep control of yourself and situations
- Action Points

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## **Module 2: Communication and Rapport – 90 Minutes**

- Communication Skills When Facing Difficult People
- Paraphrasing to avoid assumptions or misunderstandings
- Using feedback in both positive and negative context
- Listening and questioning to get the true feel of the situation, show confidence and gain control

### **Building Rapport**

- Being aware of the differences between yourself and others and taking them onboard
- Developing understanding and techniques to encourage positivity and 'bridge the gap'
- Action Points

## **Module 3: How to Deal with Difficult situations – 90 Minutes**

- Situations at work that may arise –practical ways to deal with existing or emerging issues
- Dealing in fact and behaviour – not emotion and personalities
- Being consistent and persistent
- Using positive language and a proactive approach to influence outcomes
- Round Up and Action Plan

### **What next?...**

- Developing Self Esteem & Assertiveness
- Problem Solving & Decision Making
- Stop Stressing Yourself and Others

For more information or to book please call **020 7256 6668** or email [enquiries@gbclearning.co.uk](mailto:enquiries@gbclearning.co.uk)