

Dealing Effectively with Difficult People

DURATION: One day

SUITABLE FOR: Anyone who wants 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 ways to deal with these tricky situations and gain positive outcomes.

Objectives

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

- Develop communication skills that help 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

Programme

Introduction & Workshop Objectives

- 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 we can modify our own and other people's style by understanding behaviour

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 to get the true feel 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 yourself and others
- Tips towards assertiveness that help you keep control of yourself and situations

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'

Dealing with Difficult situations

- 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 positive approach to influence outcomes

The Way Forward

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

For more information or to book please call **020 7256 6668** or email enquiries@gbclearning.co.uk