



DEALING WITH DIFFICULT PEOPLE AND DIFFICULT CONVERSATIONS

Duration

7 hours (1 day program)

Benefits

Dealing with difficult people and difficult conversations is common in every workplace. Our course will provide you with

- The ability to confront difficult people and manage yourself in difficult conversations.
- Understanding what goes on 'behind the scenes' with difficult situations.
- The tools that will assist with managing expectations and preventing difficult situations.
- Being assertive and conflict resolution.

Program Content

- Understanding yourself and others
- Introduction to behavioural profiling – DISC
- Adapting your style – why and how
- Meeting difficult people's expectations
- Clarifying expectations
- The importance of initiative and being proactive
- Communicating with difficult people
- Building Assertiveness
- Conflict resolution
- Practical scenarios and application
- Solving problems with difficult situations

Outcome

- More control over conversations and people.
- Dealing with bossy co-workers.
- Learn strategies for self-management and applying these strategies to difficult situations and people.
- Happier employees as a result of effective people and management skills.