



## Dealing with Difficult People

### Overview

Developing your understanding of behavioural types is the first step in formulating a way of dealing confidently with difficult people and situations.

### Target Group

This course is aimed at managers, senior staff or any personnel who wish to deal with difficult situations assertively.

### Objectives

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

- ✗ Analyse their behaviour and that of others, and understand why people react as they do
- ✗ Adopt a confident, professional and appropriate style when faced with difficult people or situations
- ✗ Communicate effectively – listening with empathy and use questioning techniques to forge positive relationships with difficult or uncooperative individuals
- ✗ Practice assertive behaviours in giving feedback and handling difficult situations

### Course Content

Practical exercises and role play support the theory of dealing with difficult people. Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.

- ✗ Why difficulties arise and why people act and react as they do
- ✗ Recognising the factors that can trigger aggression
- ✗ Different types and patterns of behaviour
- ✗ Structured approach for dealing with difficult people and situations
- ✗ Positive language and non-verbal behaviour
- ✗ Building rapport and active listening skills
- ✗ Behaviour management strategies
- ✗ Using transactional analysis to understand factors that influence our communication
- ✗ Strategies for diffusing and handling difficult people and situations
- ✗ Staying calm and dealing with negative emotions e.g. anxiety, apprehension
- ✗ Using non-violent communication – articulating what you observe, how you feel and what you need from the other person

### Outcomes

Each delegate will receive detailed developmental feedback on their performance from both colleagues and facilitator and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.