

Handling Difficult Situations/People

Who Would Benefit

Delegates who want to effectively deal with situations that arise when a person with sensitive or emotional issues, grievances or complaints have to be dealt with in a professional, polite and effective manner.

Course Overview

Delegates will learn how to assert themselves with the most difficult situations and to act effectively even when they are unable to offer any significant help or compensation at the time. They will also learn to deal with conflict and resist manipulation.

CPD Points: 6

Course Category: Management & Leadership

Recommended No. of Days: 1

Course Location: To be determined

The Course Includes:

- Why are people difficult?
- What situations do you currently encounter?
- Understanding different personality types
- Different personality styles
- Adapting personal styles
- Dealing with conflict & difficult situations
- Active listening
- Assertiveness
- Saying 'No' politely & effectively
- Defining assertive V's aggressive behaviour
- Resisting and counteracting manipulation
- Essential communication skills
- How you communicate, not what you communicate
- Difficult Situations Workshop
- Influencing skills to pacify angry or emotional people
- Gaining agreement and confirming understanding

Learning Outcomes

- Define assertive versus aggressive behaviour
- Understand people behaviour and emotional drivers
- Prioritise and manage expectations
- Maintain personal control during difficult conversations
- Display clear & effective communication skills