

Managing Difficult People Course Outline



Difficult people can sap your energy, cause disruption, unsettle colleagues, use up your time and affect your team's performance.

Of course, it's actually the behaviour we find challenging, not the whole person. What's worse, we often respond with behaviour that *they* find challenging, creating an ever increasing circle of frustration.

Learning strategies for dealing with difficult behaviour and responding appropriately can have real impact on your team's productivity: Problems are recognised and nipped in the bud before they become troublesome, individuals learn to modify their behaviour and the work environment becomes a happier place for everyone!

Content

- Understanding human behaviour – what makes behaviour difficult?
- The importance of self awareness – using reflection to analyse own responses
- Understanding personal power
- Assessing the situation
- When and how to act – managing conflict and impact on performance
- How to challenge effectively
- Appropriate interventions
- Behaviour modification – how can individuals learn and change?
- Tips and strategies for dealing with difficult people



Outcomes

By the end of the day, you will:

- Be able to assess a situation and decide when and how to intervene
- Know a range of techniques for challenging behaviour
- Know how behavioural change occurs and what the barriers are
- Be aware how your personal response and management style affects the behaviour of others

About Our Training

All our courses give you:

- An insight into current thinking and good practice
- A range of practical tools and strategies you can use to help you do the job better
- Space to reflect on your current skills and behaviour

Every course will be enjoyable, engaging, interactive and fast paced.

Training should never be a drudge. We believe that learning is inextricably linked to enjoyment. The better the experience, the greater the learning. We always have a light touch and an easy manner that makes it easy to engage with the topic at hand.

There is no chalk and talk or death by PowerPoint here. All the content will be relevant, too. We are always purposeful and focused and haven't got time to waste building towers out of straws. We are much more concerned with seeing pennies drop, lightbulb moments and equipping you to thrive at work.



Get in touch to find out what we offer and how we can help you.

