



## DEALING WITH DIFFICULT PEOPLE

### Delivery Format



#### Face to Face Group Workshops

Maximum 12 participants  
1 day



#### Live, Virtual Group Workshops

Maximum 12 participants  
1 day

### Who Should Attend?

Participants at all levels who may be faced with difficult people or challenging behaviours from colleagues, managers or internal or external stakeholders. Also valuable for anyone who:

- ✓ Is about to step up management responsibility
- ✓ Has been a manager for some time but would value a refresh of their management skills
- ✓ Manages projects
- ✓ Is the interface with key accounts or stakeholders
- ✓ Works in an environment where conflict can be commonplace
- ✓ Routinely deals with angry or aggressive clients or customers

## Workshop Overview

We all encounter unreasonable behaviour or a 'difficult' colleague at some point. Often this behaviour has no real effect on us, but we may find it uncomfortable to observe. Sometimes though, it can cause us real difficulty and make our working lives stressful. In this fascinating and popular workshop, participants will discover how to deal with 'difficult' behaviours in colleagues, staff and managers at work, and leave equipped with a wealth of tools and techniques to manage those that arise regardless of their attempts to prevent them.

## Key Objectives

Participants will leave the workshop with strategies and practical actions to:

- ✓ Prevent difficult situations arising in the workplace
- ✓ Adapt their own behaviour which may contribute to others' behaviour
- ✓ Listen objectively (without making assumptions)
- ✓ Create more harmonious and productive working relationships
- ✓ Deal with specific types of difficult behaviour
- ✓ Give feedback that works
- ✓ Manage difficult conversations
- ✓ Confidently deal with conflict
- ✓ Remain calm in the face of difficult behaviour
- ✓ Deal with criticism from others
- ✓ Gain insights into any problems they currently face within their role
- ✓ Apply their knowledge immediately in a practical way

This valuable, practical workshop provides invaluable support to colleagues and managers that will help them thrive throughout their careers, even when dealing with challenging people and situations. It's really about human behaviour so it's also more upbeat and fun than it sounds!