

## **Handling Difficult People and Situations**

Often we perceive that dealing with people will be difficult. On this one day programme we explore why this is the case and provide tools and techniques to change our thinking and improve communication.

### **Who should attend?**

Anyone who deals with people in difficult situations.

### **Course content:**

- Difficult people or difficult situations?
- Cultural aspects of dealing with people
- Managing emotions when dealing with difficult people
- Getting positive responses when dealing with people
- Communication – questioning and listening skills
- The Way it is model
- Tools and Techniques to deal with difficult people

### **Benefits to individual:**

- Recognise their contribution to creating difficult people
- Explore what causes people to be difficult
- Explore Cultural aspects that may affect communication

### **Benefits to organisation:**

- Positive communication in workplace
- People have confidence to deal with a wide variety of situations
- Emotions in the workplace are dealt with in a positive manner.