



MANAGEMENT AND LEADERSHIP

Problem people

Dealing with difficult behaviour

It can be hard to know how to deal with difficult behaviour at work, particularly if it involves your manager or a client. You may feel just as uncertain what to do about problems with people you supervise, or with your colleagues. However, if you opt to tolerate difficult behaviour, this can create long-term stress for you and those around you. And it can undermine your credibility with staff.

This workshop will help you to understand other people's behaviour and to deal with it constructively, for your own sake and theirs.

Who is the workshop for?

Anyone who experiences frustration in dealing with difficult behaviour from managers, colleagues, subordinates or customers.

What can I learn?

- Understand the reasons for difficult behaviour.
- Develop strategies for dealing with various types of difficult behaviour.
- Know five different approaches to handling conflict, and when to use each one.
- Learn how to manage your own emotions so that you can handle difficult situations effectively.
- Improve your powers of listening in order to defuse tension and aggression.
- Be able to give and receive feedback constructively.
- Be able to calm an emotionally charged situation.
- Enable others to explain their point of view rationally.

What can I expect?

Case studies will draw out key principles for dealing with difficult behaviour. A professional actor assists in role-plays to enable you to practise dealing with different types of difficult behaviour. There will also be opportunities during the course to discuss in confidence possible approaches for dealing with specific problems.