

DEALING WITH DIFFICULT PEOPLE WORKSHOP

This interactive program provides techniques for everyone to use when dealing with challenging people and situations. This powerful toolkit of people skills will provide specific skills for immediate application back at work. Participants will learn techniques, see them in action and complete a number of activities, role-plays and skill building exercises.

You will be taken through a series of stages:

- Problem clarity
- Self-awareness and thinking patterns
- Communication skills for complaints
- Advanced skills for feedback and conflict
- Challenge scenarios and skill building
- Confidence to handle difficult people and situation

Skill Development

Develop skills and confidence to handle difficult customers and colleagues

Many people are challenged and uncomfortable dealing with difficult coworkers, staff or customers. It's normal! But lacking skills can hold you back from being a great service provider or a top leader. This workshop is a unique opportunity to develop skills for dealing with people problems at work.

Learn skills to become an effective communicator with difficult people

Develop powerful skills to deal with negativity, complaints and arguments, whether it be angry customers, moody colleagues, overbearing associates, manipulative personalities or uncooperative people.

Turn negativity into productivity!

- Build confidence and skills to manage a wide range of difficult people and problem situations
- Create a consistent approach to handling abusive people
- Learn a range of practical techniques to manage conflict and maintain a high level of customer service
- Practice techniques to respond calmly and professionally even when customers, coworkers or managers are stubborn, emotional or aggressive

Day 1

- Understanding difficult people and causes of conflict
- Self awareness and mindset management
- Communication skills for handling complainers
- How to handle difficult coworkers and managers

Day 2

- Managing aggression and abuse
- Skills for resolving and mediating conflicts
- Being a calm champion of communication
- My plan of action for future development