

DEALING WITH DIFFICULT PEOPLE

Introduction:

In our dealings with others, whether those others are customers, colleagues or members of the public, it is highly likely that at some point we will face a confrontational situation.

Objective:

This programme will enable delegates to recognise conflict and the stages that lead to full on confrontation and will empower them with the necessary tools & strategies to diffuse confrontational situations before they escalate, seemingly out of control.

Programme Synopsis:

- Communication & Rapport Building -
 - Tone of voice
 - Verbal Language
 - Body Language
 - Listening Skills
 - Awareness
- Categorising various behaviours
- Techniques to manage conflict
- Understanding human behaviour
- Understanding anger and how to resolve it
- Recognising and pre-empting confrontational behaviour
- Developing assertiveness & negotiation skills
- Recognising and resolving conflict with confidence
- Role Play
- Discussion & Reflection

Duration: Two (2) Days

Course code: TSCDWDP

Certification: Training Solutions 2000