



4D Training

## Managing Difficult People and Situation

### Who Would Benefit?

Challenging and difficult situations occur all too frequently with colleagues, customers and even our friends and family. These challenging, and often confrontational, situations can cause much anxiety and unhappiness and result in poor performance, stress, disappointment and frustration.

This workshop takes the premise that each of us has all the skills and resources we need to build effective relationships and to deal with conflict productively in order to get so much more out of our professional lives.

### Objective

The emphasis of the workshop will be placed on personal styles and preferences and how these can be used more effectively and with flexibility. To build and maintain productive relationships, even with 'difficult' people.

### Content

- Understand the nature of conflict and why it occurs
- Recognise and categorise a range of difficult or challenging interactions
- Explain why people react the way they do when confronting difficult or conflict situations
- Differentiate between different response styles and the appropriateness of their use
- Balance and use effectively the relationship between verbal and non-verbal communication
- Demonstrate how to maintain confidence and self-esteem in difficult situations
- Demonstrate strategies for dealing with difficult or conflict situations
- Explain the role of 'emotional bank balance' and the psychological contract
- Demonstrate how to avoid antagonism, conflict and confrontation and neutralise negativity
- Know how to say 'no' appropriately
- Give/receive feedback appropriately

### Duration

One day

### Minimum Numbers

Four delegates