

Handling Difficult People And Situations

What's in it for you?

We sometimes face situations when we need to handle 'that difficult person' – whether it be the aggressive, the angry, the competitive on the one hand, or the moody, negative, nit-picker on the other! This workshop aims to help you.

What you will get out of it

By attending the workshop you will learn how to:

- Deal with difficult situations that may be difficult to cope with.
- Recognise the 'difficult' behaviour of others, especially when they become emotional.
- Remain calm and confident in the face of what you perceive as an 'attack'.

Key Themes

- A simple and useful way of bringing difficult conversations to a positive conclusion.
- How to understand situations from the other's point of view and therefore understand what 'makes them tick'.
- About your own 'triggers' – what makes you react in the way you do.

What's Involved

- **Understanding Behaviour:** Understanding behaviour and why we respond in certain ways.
 - Underpinned by the philosophy that people can change, we all have the right to be in the world and be accepted.
- **How We React:** Explore what happens to us when we are faced with a difficult situation:
 - The psychological response.
 - What happens when 'we lose control'.
 - The loss cycle.
- **How We Can Confront and Defuse Conflict/Managing Emotional Outbursts:** Defusion model
 - Understanding how the defusion model works – a simple and practical three stage process.
 - Determine the skills needed to make the defusion model work.
- **The Skills We Need To Make It Work:** Understand the importance of effective communication in difficult situations.
 - Listening
 - Questioning techniques
 - Presenting self confidently
 - The power of body language
 - Assertive behaviour

“If I'd known the sour look I was going to get from the head of our department I wouldn't have gone to the office at all”

NIKOLAY GOGOL (DIARY OF A MADMAN)