

DEALING WITH DIFFICULT PEOPLE EFFECTIVELY

(ONLINE /F2F PROGRAM)

INTRODUCTION

This 'Dealing with Difficult People' training consists of a 2 day course that educates candidates on efficient methods of resolving conflict and turning it into an opportunity. The management of conflict, therefore, enables an organisation to strengthen their business by improving relationships between employees making for a more cohesive team. It also emphasises that personal differences are not an issue but the way that they are dealt with is what creates the conflict.

LEARNING OBJECTIVES

At the end of the session, participants will be able to:

- Consider the causes of challenging behaviour
- Recognise different behaviour types and how to deal with them
- Learn techniques to deal with difficult or angry people
- Deliver feedback assertively
- Identify the best strategies for addressing a current difficult behaviour

TARGET AUDIENCE

The program gives participants a valuable insight into why people behave in challenging ways. The training develops effective strategies and techniques to deal with difficult people and behaviour at work. In addition, it also provides training for people who experience difficult behaviour from their clients.

DURATION

2 full day

METHODOLOGY

The learning will have four fundamental principles which will be:

1. **Highly engaging** (methods that talk to the 'head and heart')
2. **Interactive** (mix of experience, discussion and practice)
3. **Innovative** (latest thinking & tools) and incorporating technology
4. **Encourage participation** (a 'Socratic' learning methodology applied) so that delegates take ownership of their own development and future behaviour.

COURSE OUTLINE

SESSION 1: UNDERSTANDING BEHAVIOUR AND WHAT MAKES BEHAVIOUR DIFFICULT

- What is behaviour
- Current behavioural challenges
- What causes difficult behaviour
- Factors affecting our behaviour and how attitudes are formed
- Communication misunderstanding
- Presentation, small group exercise, facilitated group discussion

SESSION 2: BUILDING A TOOLKIT FOR DEALING WITH DIFFICULT BEHAVIOUR

- Introducing the 'Difficult Behaviour' Toolkit
- Current behaviour management strategies and techniques
- Facilitated group discussion

SESSION 3: DIFFERENT BEHAVIOUR TYPES AND HOW TO DEAL WITH THEM

- Appreciating the impact of the different styles of behaviour on each other
- Strategies for responding to different behaviour styles
- Resolving conflict in a constructive way
- Facilitator presentation, small group exercise, facilitated group review

SESSION 4: USING ASSERTIVE COMMUNICATION

- Steps to becoming more assertive
- Using assertive language
- Finding ways of saying 'no'
- Importance and impact of our non-verbal language
- Facilitator demonstration, pairs exercise, Meta-planning exercise and facilitated group review

SESSION 5: HANDLING AND DEFUSING CONFLICT AND EMOTIONS

- Our reactions to conflict and difficult behaviour
- Conflict styles questionnaire -Thomas Kiln Model
- Summary of conflict styles
- Defusing difficult emotions, particularly anger
- Individual questionnaire, presentation, pairs practice exercise, facilitation

SESSION 6: GIVING CONSTRUCTIVE FEEDBACK

- Importance of feedback
- Guiding principles for giving feedback
- Group exercise, presentation, pairs practice exercise

SESSION 7: PRACTICE SESSIONS

- Review of 'Difficult Behaviour' toolkit
- Selecting behaviour management strategies and techniques for participant's own difficult situation
- Group review, small group practice sessions with feedback

SESSION 8: ACTION PLANNING AND REFLECTION

- Review of learning and action planning, course feedback
- Individual reflection and action planning exercise, facilitated group review