

Managing Difficult Situations

There are times when we all need to manage difficult people and difficult situations. This requires communicating effectively and confidently; being able to interact in a direct, honest and open way. By feeling more confident in this way and understanding personal behavioural patterns, resolving potential conflict situations becomes easier, as does maintaining an assertive and resilient manner when under pressure.

This two day course gives insight into a range of difficult styles of behaviour and practical tools and techniques to help you manage yourself more effectively. It will build your confidence by moving you from reactive towards proactive when challenged by situations or individuals.

What will you learn?

- ⇒ Understand the range of communication styles and their pros and cons.
- ⇒ Develop self-control techniques and learn how to identify and manage emotional triggers.
- ⇒ Identify your preferred style of communication.
- ⇒ How to approach conflict situations with increased confidence.
- ⇒ Create a positive plan of action to apply and embed the skills learned.

What will you cover?

- ⇒ Develop an understanding of communication
- ⇒ The four communication styles
- ⇒ Pros and cons of the communication styles
- ⇒ How to develop an assertive style of communication
- ⇒ Developing self-control
- ⇒ Adapting and connecting with the range of communication preferences
- ⇒ Understanding the root cause of behaviour
- ⇒ The emotional impact of behaviours
- ⇒ Conflict resolution approaches
- ⇒ Scenario practice
- ⇒ Create a positive plan of action

Who is it for?

This course is ideal for those who want to develop a more confident approach when dealing with difficult people and situations.

How long will it take?

Two days