Learning outcomes

During this course you will learn to:

- **Understand** different interpersonal styles, behaviours and determine which one suits you best.
- **Adjust** interpersonal styles to suit the social and cultural environment.
- **Identify** appropriate methods of coping with difficult behaviour.
- **Handle** customers effectively - take action and rectify a situation.
- **Use** assertiveness techniques to manage difficulties and achieve positive outcomes.
- **Use** appropriate feedback methods to manage poor performance and resolve work difficulties.
- **Identify** the benefits of using questioning techniques to gather information.
- **Identify** appropriate methods of communicating ideas and information.

Who should attend?

Team members and team supervisors who are interested in developing their skills in dealing with difficult behaviour.

Course benefits

- **Quality instruction** in a classroom setting.
- **Qualified** facilitators offer real-life scenarios and industry experience.
- **Industry experts** who stay on top of current issues and methods, constantly reviewing our approach for relevance.
How to handle Difficult people & situations

Do you find there are some particularly challenging colleagues in your organisation? Learn how to manage them appropriately so you can still achieve your business objectives on time and with less stress!

This program focuses on five key areas:
- Managing diversity effectively
- Dealing with difficult behaviour
- Effective communication techniques
- Prevention of behavioural problems
- Set personal action plans