



Agenda

Succeeding with Difficult People

A Half Day Workshop

Course Objectives: The aim of this workshop is provide delegates with the skills to deal with difficult people in the workplace. These may be patients, colleagues or other people they meet in work situations.
By the end of the workshop delegates will be more confident in their ability to deal with these tricky situations.

Arrival

Welcome, Introductions and Objectives

Defining Difficult Behaviour

Is it Me?

The Importance of Assertiveness

Ten Types of Difficult Behaviour

The Importance of Listening Skills

Interpreting Body Language

Break

Types of Aggressive Behaviour

Dealing with Non Violent Aggressive Behaviour

Some Basic Steps

- Assertive language and techniques

Personal action planning

Questions and Close