

## Managing Difficult Behaviours and Situations

**Duration: 1 day.**

### Introduction

Take just one valuable day and you will benefit from an extremely insightful and practical guide on how to manage yourself and the difficult behaviours or difficult situations that you encounter in your workplace. You will develop tips and techniques to enable you to acquire the skills that enable confidence to be professional and proactive and not reactive when challenged by people and circumstances.

### Course Aim

If you are looking to develop a confident approach to overcoming difficult situations and a strategy for managing your reactions to difficult behaviours, this course will help you to practice the tools and techniques you need you need to make a difference during difficult interactions.

### Learning Objectives

- ✿ Identify and Isolate the behaviours that you find difficult and develop techniques for minimizing the impact of those behaviours
- ✿ Develop positive working relationships with difficult or uncooperative individuals.
- ✿ Approach conflict situations with increased confidence using the appropriate style to diffuse the conflict
- ✿ Reflect on your attitude and get into the best state to manage difficult situations

### Course Content

#### The Behavioural Spiral

- ✿ Recognising the 4 life positions with the OK Corral
- ✿ Recognising when events are spiralling out of control
- ✿ Breaking the negative spiral
- ✿ Identifying demanding situations at work

#### Group Conflict

- ✿ A pie and a pint case study – identifying the underlying reasons for group conflict
- ✿ Managing feelings beliefs and attitudes

#### Managing Personal Conflict

- ✿ Identifying the source of conflict
- ✿ Identifying your conflict management style
- ✿ When to use the styles to minimise conflict

### **Managing Difficult People – The classical behavioural types**

- ✿ Recognise the classical behaviours
- ✿ Explore a model for managing the behaviours
- ✿ Seeking to understand
- ✿ Making yourself understood
- ✿ The power of words – influential language patterns
- ✿ Deflecting negativity with words that work
- ✿ Providing powerful feedback

### **Staying in Assertive**

- ✿ When are you assertive – recognising when you find it easy to be assertive
- ✿ Recognising your rights and responsibilities
- ✿ Avoiding crossing the line into aggression
- ✿ Saying NO and being loved for it

### **Post Programme Support**

We offer a telephone coaching service to support learners and help them to successfully transfer their new skills and knowledge effectively. Please call us on **01942 713309** for further details.