

Dealing with Difficult Situations



Introduction:

Is there conflict within your team? Do you find that people are rude, aggressive, impatient or unco-operative? There are numerous reasons for this type of behaviour, but whether it is organizationally induced or as a result of personal circumstances brought into the workplace, it will inevitably have a negative impact on teamworking and harmonious relationships and needs to be managed.

Fraser & Associates have devised this highly interactive 1-day course to provide practical techniques to help you handle difficult and potentially confrontational situations effectively and with confidence.

Topic areas covered:

- theory and practice of assertiveness;
- communication skills;
- handling aggressive or manipulative behaviour;

Intended for:

Staff of all levels who deal with people in situations of conflict or where assertiveness is required.

Outcomes:

By the end of the course, you will be able to:

- draw upon your increased understanding of human behaviour and its effect on others
- select specific communication skills that help control difficult situations
- identify passive, aggressive and assertive behaviour – and the effect of this behaviour on others
- select an appropriate style of behaviour to handle difficult people.

Prior Knowledge: No prior knowledge or training is required.

Course Duration: 1 Day (Can be delivered in short modules by agreement)

Numbers: Minimum by agreement with client
Maximum 12 (Due to the high levels of interactivity required)

Why not contact Fraser & Associates to discuss your Workforce Development needs?

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