



“80% of the people who lose - or leave their jobs, do so not because of incompetence or a better offer. The main cause for people moving on is behavioural issues.”

The Economist

We know there many different people in the workplace. Some are ‘normal’, some are just a little bit ‘different’ and, let’s be honest, others are very peculiar and difficult indeed! The skill of being able to work with some of these people is a vital one. It’s also one that can be developed - even if you feel totally surrounded.

This workshop was created specifically to help any employee - including managers, get to the root of ‘people problems’ and pro-actively manage them. It will equip you to handle the toughest folk with absolute confidence and complete professionalism. But just bear in mind, not ALL ‘difficult’ people are difficult ...sometimes they just need to be handled a little differently. We’ll show you how.

Objectives:

On completion of this programme you will be able to:

- Identify signs of disengagement, bullying, coercion and fear in others
- Recognise and distinguish between symptoms and causes
- Adapt their personal style and approach to suit the situation
- Break down communication barriers and build positive working relationships
- Provide effective feedback with absolute confidence
- Practically apply what they learn to various difficult situations
- Understand and use appropriate assertion techniques

What is covered?

This course will include be-spoke workplace scenarios & role-play situations

- Gaining an understanding of your preferred styles (Personalised behavioural profile).
- Controlling the effect you have on different people
- Belief windows and personal frames of reference
- Recognising and tapping into individual’s motivators
- Strategies for dealing with difficult types...

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| - <i>'Time Waster'</i> | - <i>'I can do anything!'</i> |
| - <i>'Teflon type'</i> | - <i>'Sulky and silent'</i> |
| - <i>'I'm too busy'</i> | - <i>'Deliberately disagreeable'</i> |
| - <i>'Just tell me what to do'</i> | - <i>'Saboteur'</i> |
| - <i>'I'm not good enough'</i> | - <i>'I'm too important'</i> |

- ▶ Connecting through the right communication techniques
- ▶ Level 5 Listening - the greatest relationship builder
- ▶ Strategies for Managing Conflict



Duration: 1 Day

