

Managing Difficult People

Learning Outcomes

- Understand key behavioural and associated traits that make people difficult to manage
- Spot problems early and avoid escalation into damaging conflict
- Refreshed assertiveness skills
- Conflict resolution techniques
- Mediation and negotiating tactics
- Manage the performance of difficult people fairly and with confidence.

Course Programme

0915	Assemble and Coffee
0930	Introductions and Course Objectives
	Recognising and Understanding negativity Negative Traits and Styles
	Addressing Negative Traits and Styles Understanding and using 'NLP'
	Case studies
	Lunch
	Understanding and managing conflict Using assertiveness to deal with difficult situations
	Perceptual Positions exercise Mediation and Dispute Resolution
	Overview: managing the work performance of the difficult person
1630	Review and action planning Evaluation and close