



Course Outline

Dealing with Difficult Behaviour and Situations in the Workplace

Minimum and Maximum Learners: 06 - 16 Duration: One Day Timings: 10:00 – 16:30

Suitable for

Anyone who manages people or who is dealing with difficult behaviour or situations in their workplace (with colleagues, customers, clients/service-users and others).

Aim

To provide those who occasionally handle conflict with a clearer understanding of how conflict arises. You will discover the theory of conflict, different conflict management styles and strategies to deal with it.

Learning Outcomes

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

- ✔ **List** typical behaviours and situations that you find difficult and recognise your own “difficult behaviours.”
- ✔ **Describe** ‘what makes people tick’ and what influences behaviour.
- ✔ **Recognise** that behaviour may be ‘difficult’ and ‘challenging’ rather than people being inherently difficult.
- ✔ **Explain** how our responses to others’ behaviour may influence the situation.
- ✔ **Recognise** what influences positive behaviour in others.
- ✔ **Choose** from a range of different approaches to dealing with behaviour we find challenging.

Benefits of Attending

- ✔ Feel confident and ready to put your learning into practice.
- ✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.
- ✔ Create a Personal Action Plan to apply your learning in your workplace.

Training Style

This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (*email required)

Other Courses to consider [\(Visit my website for details of these and other courses\)](#)

- ✔ Assertiveness II: Assertiveness and Me in Action (2 Days)
- ✔ Dealing with Stress and Boosting Wellbeing
- ✔ Effective Decision-Making and Problem-Solving: Tools and Techniques
- ✔ Effective Decision-Making and Problem-Solving: Tools and Techniques
- ✔ Emotional Intelligence: Improve Your Workplace Relationships and Performance
- ✔ Facilitation Skills II: Advanced Theory Tools and Techniques (2 Days)
- ✔ Internal Communication – Don't hear it on the Grapevine
- ✔ Making the Most of Meetings I: Skills for those chairing, leading or facilitating meetings
- ✔ Management Skills for New/First-time Managers
- ✔ Managing Change
- ✔ Managing Grievances and Discipline in the Workplace
- ✔ Motivating Staff for Peak Performance
- ✔ Presentation Skills II: Mastering Advanced Techniques for Authentic Impact (2 Days)
- ✔ Support and Supervision I: Good Practice When Supervising Others
- ✔ Support and Supervision II: Taking Your Supervision to the Next Level

