

CDU Short Courses

Dealing with Difficult People and Situations

A 2 day course developed by the Australian Institute of Management and facilitated by Charles Darwin University.

COURSE INFORMATION

This course is designed to provide participants with skills, techniques and strategies to professionally and confidently deal with difficult people and situations, whether this involves an aggressive client or customer, or, an abrupt or discourteous employer or employee.

This course is designed for frontline managers, supervisors, team leaders, coordinators, administrators, public relations and sales personnel and other staff members who deal with the public or provide a service to internal clients/customers.

LEARNING OUTCOMES

Participants who complete this course should be able to:

- Identify the styles of difficult behaviour and determine your own personal style
- Build strategies for creating an atmosphere of positive communication
- Identify ways people create and use conflict
- Determine how and when to train, coach and counsel difficult employees
- Develop tactics that can help manage difficult behaviour
- Diagnose underlying factors that cause barriers or breakdown of communication
- Respond to difficult situations with professionalism and confidence

COURSE CONTENT

This course covers the following areas:

- The role of power, structure and tension in relationships
- Conflict or compromise - selecting the right strategy
- Dealing with anger
- Neutralising a hostile environment
- Building bridges instead of walls
- Communication techniques in difficult situations

FOR MORE INFORMATION CONTACT

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