

CDU delivering AIM Professional Short Courses

Dealing with Difficult People and Situations

This course is designed to provide you with skills, techniques and strategies to successfully deal with difficult people and situations, whether they be an aggressive client/customer to an abrupt or discourteous employer/employee.

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:

- 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:

- 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
- Communicating techniques in difficult situations

Course Duration: 1 day