

Dealing with Difficult Behaviour & Conflict



Category: Communication

In any situation where people are interacting with each other on a regular basis, there is the potential for disagreement and conflict. Not many of us like dealing with difficult behaviour or conflict, however it is critical in business we are able to handle both with professionalism and confidence. This course will teach you techniques on how to recognise difficult behaviours and implement strategies to deal effectively with conflict.

Duration

1 Day

Course Objective

The course has been designed to develop your skills when dealing with difficult behaviour and conflict in a business environment. It includes strategies to help you manage conflict constructively within the workplace, while maintaining professionalism.

Who Should Attend / Target Audience

This course has been developed to teach participants techniques on how to recognise difficult behaviours and implement strategies to deal effectively with conflict with the view to ensuring a positive outcome. Ideal for anyone who wants to improve/enhance their personal

Learning Outcomes

At the completion of the course, participants should be able to:

- Recognise difficult behaviours and strategies to deal with them
 - Focus on the behaviour and not the person
- Differentiate between difficult vs cultural behaviours
- Be more assertive
 - Manage difficulties to achieve positive outcomes
 - Recognise and use strategies to resolve conflict

Related Courses

- Effective People & Communication Skills
- Supervision & Management of People
- Feedback & Coaching Skills
- Negotiation Skills

Next Level Course

Resilience in the Workplace

Availability

In House Closed Group Public

Version: 13/7/2010

Course Content

- Recognising difficult behaviour
- Recognising cultural differences
- The ladder of inference
- Emotional intelligence
- Our brain
- Effective listening
- Coping with difficult behaviours
- Identifying difficult vs cultural behaviours
- What is conflict?
- Signs of conflict
- Stages of conflict
- Choosing a conflict management style
- Resolving conflict
- Action plan

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