

# Dealing With Difficult Behaviour



*Category: Communication*

Difficult behaviour in the workplace is a normal and natural occurrence. In this course you will identify and learn how to manage different behavioural styles through increasing your skills to build a positive atmosphere with open and honest communication.

## Duration

1 day

## Course Objective

The course has been designed to develop your skills when dealing with difficult behaviour in a business environment. Including understanding what contributes to negative behaviour and how to facilitate a positive outcome through improved communication skills.

## Who Should Attend / Target Audience

Ideal for anyone who wants to improve/enhance their personal communication skills in the workplace when dealing with difficult co-workers, customers, suppliers, managers or staff.

## Learning Outcomes

- Recognise difficult behaviours and identify strategies to deal with them.
- Understand the importance of effective listening and how it can diffuse a situation.
- Focus on various types of difficult behaviours and discover how to manage difficulties to achieve a positive outcome.
- Learn the skills to be more assertive.

## Related Courses

- Effective People and Communication Skills;
- Supervision and Management of People
- Assertiveness
- Conflict Resolution

## Next Level Course

Resilience in the Workplace

## Availability

In House  Closed Group  Public

Version: 4/1/10

## Course Content

**Recognising difficult behaviour** - Explore specific difficult behaviours and how you as an individual respond.

**The ladder of inference** - Understand the thinking steps that can lead you to jump to wrong conclusions.

**Emotional intelligence** - Know your EI and how it impacts others around you.

**Our brain** - Understand the different functions of your brain and where emotions, thoughts and information is processed.

**Effective listening** - Examine 4 listening response patterns and determine their advantages and disadvantages.

**Listening assessment** - An opportunity to assess your current listening skills and discover areas of improvement.

**What is assertiveness?** - Defining assertiveness and how it impacts on dealing with difficult people.

**Passive behaviour** - Pinpoint specific passive behaviour patterns.

**Aggressive behaviour** - Pinpoint specific aggressive behaviour patterns.

**Assertive behaviour** - Discover the benefits of assertive behaviour.

**Coping with difficult behaviours** - Focus on various types of difficult behaviours such as : Hostile-Aggressives, Complainers, Clams, Super-Agreeables, Negativists, Know-It-Alls and Indecisives.

**Tips on how to cope** - Applying new coping strategies for difficult behaviours.

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