



Dealing with Difficult People

1 Full Day

9:00am – 4:00pm



Course Details:

Booking Information:

To reserve a place in this course please contact Envisage Training or visit our website to enquire online.

Envisage Training:

- Computer Training
- ICT & Software Applications
- Instructor-Led Online Training
- Professional Development
- Room & Equipment Hire
- Training Needs Analysis

Delivery Modes:

- Scheduled Courses
- In-House & On-Site
- Instructor-Led Online Training
- Customised Courses



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MOTV04

Duration:

1 Full Day

Who should attend:

This one day course benefits individuals and teams who have to respond to Internal and External Customers over the Telephone and face to face. Dealing with difficult people is the most challenging part of any person's job. Learning to recognise and deal with difficult people in a professional manner will enable you to time and reduce stress levels. Understand that your communication skills greatly affect outcomes and leads to strengthened relationships.

Topics Covered (Content can be customized):

- Interactions with others
- Reciprocal relationships
- The five-step process
- Managing your anger
- Managing other people's anger
- De-stress options

Learning Outcomes & Benefits

- Recognise how your own attitudes and actions impact on others
- Find new and effective techniques for managing negative emotions
- Develop coping strategies for dealing with difficult people and difficult situations
- Understand what causes difficult behaviour
- Learn how to remain detached when dealing with angry difficult behaviours
- Skills to defuse aggression