

Dealing With Difficult People & Situations

Course Overview - Full Day

Do you avoid dealing with difficult issues in a timely manner? Does the problem or issue often go into the too hard basket. Many people find it hard to have the tough conversations when they perceive the response could be confrontational.

Workplaces emphasize the importance of 'getting along' and 'working as a team' yet in reality it's not that easy. This comprehensive course will provide you with step-by-step strategies for dealing with difficult situations confidently, whether they be at work or in your personal life.

Course Structure

Focus On The Big Picture

How to let go, focus on your area of direct control and influence, and not sweat the small stuff. How to avoid being sucked into dramas.

Collaboration and Assertiveness

Learn practical strategies for having tough conversations, gaining consensus, finding workable solutions, and dealing with difficult staff interactions.

De-escalation Guidelines

Step-by-step process to calm and de-escalate a situation, whether that be with staff or with an angry/ abusive customer.

Managing Self

Recognise what pushes your buttons, how to manage your response and the importance of dealing with issues in a timely manner.

Effective communication skills

Understand communication 'roadblocks' and how to avoid them. Use the 10 step Conflict Resolution model to gain workable solutions.

Working With Others

Gain insight into individual personality dynamics, the 4 different working styles and how to work effectively with other personality temperaments.

Remain Professional Under Pressure

How to remain professional under pressure by using the 5-step problem solving process, worry control techniques and focusing on 'Circle of Control'.

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Course Dates & Prices

Course Dates:	Please refer to our website for upcoming dates innovativetraining.co.nz
Investment:	Standard Fee: \$650 + GST Early Bird Fee: \$595 + GST
Duration:	A full day course, starting at 9.00am and concluding at 4.00pm.
Location:	Registered course attendees will be provided with full venue details.
Limited Numbers:	Courses are limited to 10 participants. Please register early to avoid disappointment.
Inclusions:	Highly experienced trainer, a comprehensive manual, ITS Certificate of Achievement, lunch and refreshments.

Training Outcomes

- › Plans communication using the tools covered in the course.
- › Uses 'Stop, pause, think and then respond' to self-manage "hot buttons".
- › Understands the nature of conflict and how it impacts behaviours.
- › Recognises differing conflict styles and how to handle them collaboratively.
- › Avoids negative trigger terminology which can act as roadblocks to communication.
- › Applies the different tools for problem solving and to gaining consensus.
- › Demonstrates increased self-confidence in dealing with difficult people.
- › Uses step-by-step process to de-escalate and manage confrontational conversations.
- › Produces a 3-week Action Plan to apply training in real-worktime.

Please Note

We can facilitate this course in-house for your business and customise the content to suit your requirements. To discuss your needs, get-in-touch by email: enquiry@innovativetraining.co.nz or call us 0800 545456.