

Managing Difficult People and Situations

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Challenging behaviour can be both positive and negative. The difference depends on your ability to identify and handle these demands, resolve them appropriately, and learn from the process. Resolving difficult situations improves relationships, builds respect and self esteem; yours and theirs. The methods we support also ensure that a comfortable ongoing relationship is possible. Delegates will gain an understanding of how handling difficult behaviour and situations can produce positive results and effect change. This highly interactive workshop will provide you with an understanding of:

- Your feelings and likely reactions to difficult situations and challenging behaviour
- Key approaches for resolving difficult situations - face to face
- Body language and its impact – yours and theirs
- The importance of quick action before the issue escalates
- Gathering information and testing its credibility effectively
- Structuring and holding a fair and effective difficult conversation
- Asking appropriate questions
- Maintaining control
- Taking appropriate follow up action
- Building personal confidence to handle the most demanding situations

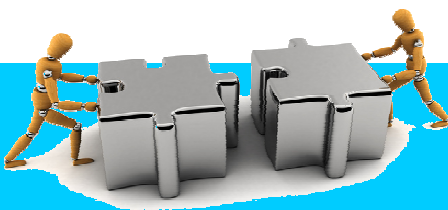
Who Will Benefit?

Those who want to establish a more effective ways to handle difficult people and situations

Course Outline

- Behaviours and emotions that impact difficult situations
- What is a personality clash?
- Identifying your strengths and weaknesses in resolving challenging behaviour and difficult situations
- How your style of handling 'conflict' helps or hinders your ability to manage conflict
- Recognising the needs and expectations of different people and situations
- Using the right resolution approach based on the situation
- Preparing your opening lines
- Conducting the conversation
- Questioning and listening skills; asking effective questions
- Different types of questions to ask
- How to answer difficult questions

Continued...



Contact Us:

Mill 3 Unit L4F
Pleasley Vale Business Park
Pleasley
Mansfield
Notts NG19 8RL

T: 01623 811 935 F: 01623 811 957

www.xceedtraining.co.uk

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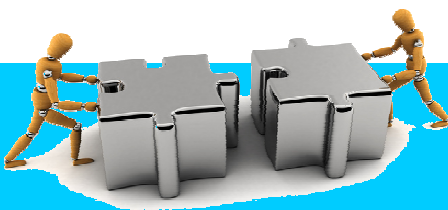
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- Techniques to retain control and ensure progression during the conversation
- Probing for detail and clarifying vague or incomplete information
- Handling answers and information that is contradictory
- How to handle people that will not speak
- Managing emotions during the process
- Summarising to gain understanding
- Keeping notes and records
- Closing the conversation
- Deciding on follow- up actions
- Practical tasks including conducting a difficult conversation
- How to remain positive when dealing with difficult situations and behaviours
- Controlling your body language to positively impact in situation
- Skills practice

Duration

1 day



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