



## DEALING WITH DIFFICULT PEOPLE

From time to time we all find ourselves working with people who seem to go out of their way to be difficult. The moaners & groaners, the 'neggies', the 'ah-but' employees who seem resistant to any new initiative or change programme, the agent provocateurs, or the barrack-room lawyers who 'know their rights'.

This workshop offers some practical approaches in how to gain the co-operation and results you need without fuelling resentment or damaging relationships. This is a 'must-have' set of skills for any professional, team leader or manager.

Many of these skills are transferable to the world of customer service where some folk take the 'customer is always right' mantra just a little too far!

### Aims –

- To understand why customers and colleagues may appear difficult to work with
- To learn new skills on ways of dealing with challenging characters

### Objectives –

- To define what we mean by a 'difficult person'.
- To understand the sources of conflict.
- To consider how behaviour affects others – separating impact from intent
- To develop ways to handle disagreement and work towards solutions
- To identify ways of dealing with anger.
- To discover tips and techniques for dealing with difficult behaviour.

### Content

- Mapping difficult behaviour.
- *'It isn't what you say it's that way that you say it!'*
- What needs to be in place to handle customers with confidence?
- How to manage complaints
- Managing your own anger and stress
- Recognising anger as a healthy emotion
- Dealing with manipulation and put-downs
- Working with difficult colleagues
- Virginia Satir's behavioural patterns and how to work with them
- Action planning for change

### Workshop ethos and comfort factors ☺

- The session will start and finish on time with the appropriate comfort breaks.
- Delegates should wear comfortable casual attire.
- All delegates should come prepared to take part in the activities and be assured that their contribution will be valued.
- Refreshments will be provided.

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