

Dealing with Difficult Behaviour



Overview:

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



Benefits of completing this course:

- Understand some of the causes of difficult behaviour
- Effective ways to deal with difficult interactions
- Understand the importance of effective listening



Delivery:

Hands-on Course



Course duration:



Audience:

Service staff, salespeople, anyone who deals with difficult behaviours in the workplace.



Certificate:

Certificate of Attendance



Learning Outcomes:

- Learn to
- Diffuse strong emotion in interpersonal situations
 - Use appropriate assertiveness in conflict situations
 - Design and implement strategies for managing breakdowns more effectively
 - Manage personal stress to maximise work enjoyment



Competencies:

- Relationships
- Communication
- Body Language
- Emotional Intelligence

Delivery Options



Public Schedule



Live-Online



Group Training



In-house

To book this course:

Call: **1300-2GO-CTS**

Web: www.ctstraining.com.au

Email: info@ctstraining.com.au

Dealing with Difficult Behaviour

Topics covered ...



■ About Difficult Personalities & Behaviour

- What is a difficult person
- What makes people difficult
- Degrees of difficulties
- Difficult or upset
- Self-assessment

■ Relationships

- Understanding the nature of conflict
- Getting to know your "type" and others
- Difficult working relationships
- Respect for your fellow workers
- Problem solving techniques
- Winding up technique

■ Ladder of Inference

- Understanding the thinking steps that can lead to wrong conclusions
- What can you do
- Words that make a difference
- How to deal with problems before they get out of hand
- Reducing Differences
- Identify Positive Intent
- Identify Highly Valued Criteria

■ Coping with Difficult Behaviours

- Calming an upset person
- Dealing with hostile or aggressive behaviour
- Dealing with Complainers
- Dealing with the "Yes" person
- Dealing with Know-it-all'
- Dealing with Procrastinators

■ Effective Listening

- 5 Stages of listening
- Listening for answers
- Active Listening
- Empathy
- Questioning Techniques

■ Body Language

- Nonverbal communication
- Self assessment
- Passive and Aggressive Behaviour
- Guidelines to Assertive behaviour

■ Responding to Anger

- Dealing with other people's anger
- Dealing with negative feelings
- Destressing

Delivery Options



Public Schedule



Live-Online



Group Training



In-house

To book this course:

Call: **1300-2GO-CTS**

Web: www.ctstraining.com.au

Email: info@ctstraining.com.au