

Dealing with Difficult People

What are the specific details?

Duration	Three hours.
Cost	£85.00 per person.

This workshop aims to provide you with the necessary skills and competencies to identify the different types of difficult people, and effectively resolve conflict situations in the workplace.

Who is this course suitable for?

Everyone who has experienced conflict caused by difficult colleagues or customers and who would like to be able to better handle these situations.

Do I need any experience?

No. Our trainers have designed the workshop to give you all the information and training you need to develop your skills.

How is the course delivered?

The Business Solutions team understand how hectic life can be sometimes; it's for this reason that we're happy to customise this workshop for individual employers and ensure flexible delivery, either on your premises or at our Centre for Leadership.

What will I gain from this course?

Upon completion of this workshop you will receive a Certificate of Attendance and easy to follow hand-outs.

What will I learn?

Learners are required to undertake the following units:

- Types of difficult people
- How to respond rather than react
- Effective response strategies
- Causes of conflict
- Assessing and managing conflict situations
- How conflict affects individuals, teams, and organisations

For further information, or enrolment, please contact Business Solutions on:

☎ (01903) 273 732

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