

# Dealing with/Managing Difficult Behavioural Patterns

## Designed for:

All Staff to highlight practical techniques to help them handle difficult and potentially confrontational situations confidently with external and internal customers.

## Aims:

By the end of the session staff will be able to:

- Utilize their increased understanding of human behaviour under pressure
- Utilize specific communication skills that will help them manage difficult situations
- Identify passive, aggressive and assertive behaviour – and the effect of this behaviour on others
- Adapt a professional and appropriate style or behaviour when handling difficult people

## Summary of Course Content:

- What makes a person difficult? Recognising what difficult behaviour is...
- An introduction to transactional analysis
- How by understanding behaviour, we can modify other people's style
- Communication skills that help deal with difficult people: paraphrasing, using feedback, listening and questioning skills
- Tips towards assertiveness
- Situations at work that may arise - highlighting practical ways of dealing with them
- Using positive language, verbal and non-verbal, and a positive approach to influence outcomes

## How this course fits into our Competency framework:

Adapting and Coping

Responds positively to criticism and learns from its ability to work productively under high pressure maintaining balanced emotions and a positive outlook.

**Training Provider:** Caroline Hinkes - Training Solutions

## Cost:

- SBC Staff charge: £130
- SBC/SLA Partners charge: £145
- Non SLA/External charge: £180