

Course Outline

“think
learn?
succeed”

“smart training for clever people”

Difficult People Made Easy

1 Day

Difficult behaviour happens in every workplace. Your job is to handle it professionally. Hear how to respond assertively even when others' words catch you by surprise. Learn what to do when other people behave in challenging ways. Discuss ways of staying assertive in tough situations. This is a great course for anyone who wants to be more assertive and resourceful at work.

What you'll learn to do in this course

You'll come out of this session with powerful tools for handling difficult people. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Respond assertively and professionally when other people resort to difficult behaviour
- Find the right words to handle conflict
- Manage aggressive and passive-aggressive behaviour calmly and assertively

Topics you'll cover

- Types of difficult behaviour and why they happen
- Simple steps for responding assertively
- Managing passive-aggressive tactics such as sulking, sarcasm or gossip
- Handling aggressive behaviours such as shouting, talking over you or making unreasonable demands
- Solving real life problems

What others have said about the course...

'Informative, well researched, lots of opportunity to practice knowledge acquired'

Emilia. NICTA 2015

'Interactive, useful information that can be applied to my daily work'

Crystal. University of New England 2014

'Extremely valuable for our staff. You have a very engaging and thoughtful personality which makes it easy to contribute'

Luke. SE Timber 2015

'Offers a practical course which is based upon robust research'

Frank. University of Western Sydney College 2015



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at www.thinklearnsucceed.com.au