

DEALING WITH DIFFICULT PEOPLE

COURSE OUTLINE



DYNAMIC TRAINING BY THINK LEARN SUCCEED

Training to inspire positive deviance

Course overview

Yes! It's possible to handle challenging people confidently and constructively. Whether the 'difficult people' in your life are customers, colleagues or direct reports, you can learn to influence them without losing your cool. Learn to recognise and respond to the needs that drive challenging behaviour. Hear how to stay calm when dealing with verbal attacks or aggressive language. Get tips for responding to passive behaviours – such as chronic complaining or playing 'victim.' Find out what to say when passive-aggressive people use sarcasm or make pointed comments.

What you'll learn in this course

By the end of this course, you should be able to achieve these results.

- Recognise what's driving difficult behaviour, so you can respond appropriately
 - Regulate your emotions, so you can stay calm in challenging situations
 - Set limits assertively and professionally
 - Use five communication tools for keeping conversations on track
 - Stay solution focused, so that you can sort out the underlying issue that is causing difficult behaviour
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Topics you'll cover

- What is a difficult person?
- Handling difficult behaviour assertively
- Communication success kit
- Dealing with passive communicators
- Handling passive-aggression
- Dealing with aggressive behaviour

Meet your facilitator

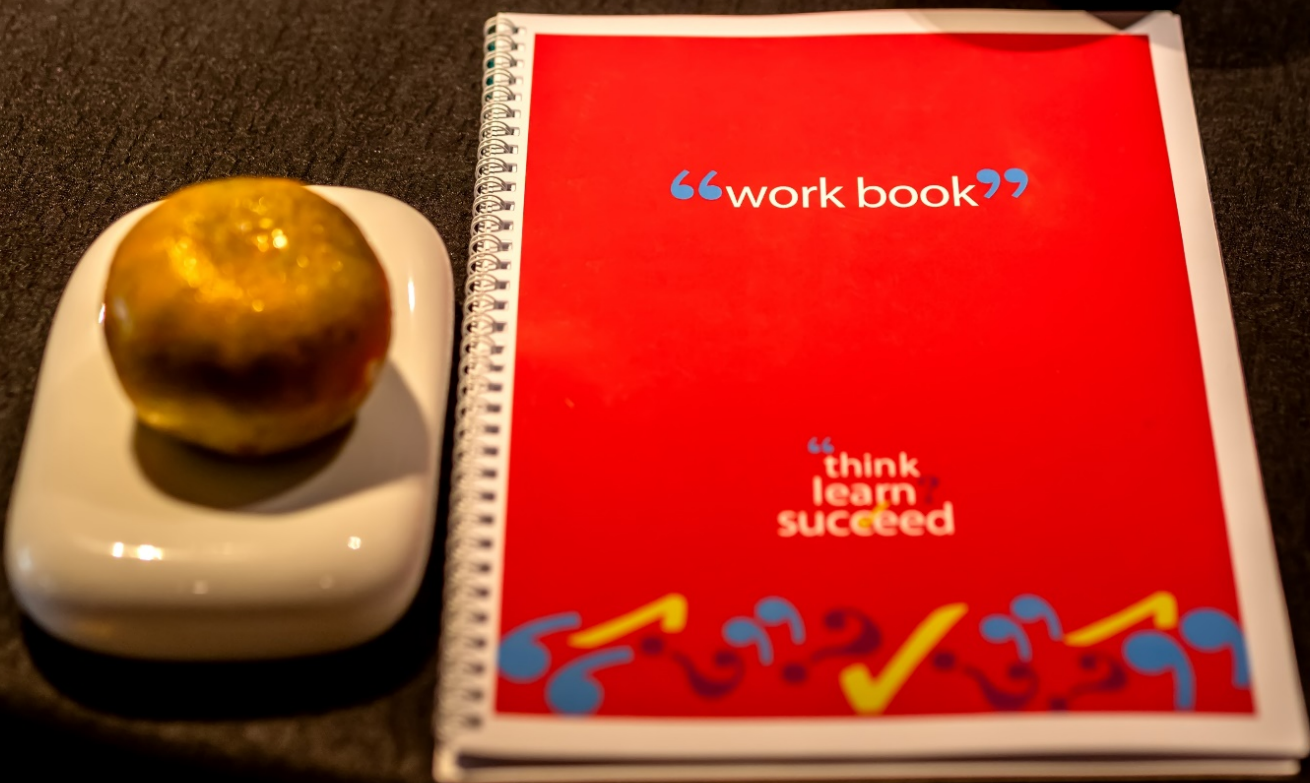
Eleanor Shakiba is a positive psychology trainer and success coach. Her training style is dynamic and bold, with a dash of quirky humour. She believes that interaction, activity and experimentation promote learning. That's why she uses experiential training techniques instead of 'chalk and talk' lectures.

In her early career, Eleanor ran an educational theatre company. In the mid 1990s, Eleanor discovered her passion for facilitation and adult education. She worked for ten years as a trainer and facilitator at the University of Sydney. In 2006, she founded Think Learn Succeed – a business which delivers training courses and coaching. Eleanor loves working with 'positive deviants'. These are people who differ from the norm in constructive ways. Eleanor works with positive deviants to create vibrant business cultures and peak performance.

Eleanor is qualified in Social Anthropology, Adult Education, Counselling and Positive Psychology. She delights in helping professionals learn skills for success in the real world, using interactive learning techniques. Her students describe Eleanor as 'a lively and enthusiastic presenter who can keep you engaged for hours.'

Creativity is Eleanor's signature strength. She loves using it to write books, video scripts and online training programs. Eleanor is the author of *Difficult People Made Easy* and is currently writing her second book, *6 Habits of Savvy Female Negotiators*. She has also created over 120 training programs and a range of online learning courses.





BOOK THIS COURSE FOR YOUR TEAM
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