

# Dealing With Difficult People & Situations

## Course Overview

**FOR:** All levels of management, supervisors and support staff who want to increase their ability to handle difficult situations effectively.

### COURSE OBJECTIVES:

To provide tools which would enable the participants to be better equipped to deal with conflict in the workplace in a calm and professional manner. You will learn how to deal with difficult people and create win/win outcomes to difficult situations. The course is interactive, introduces the D.E.S.O Assertiveness model and the 12 step Conflict Resolution model.

### CONTENT:

**Focusing on the Big Picture** - gain understanding of why conflict arises and the triggers which accelerate it.

**Assertiveness** - increase confidence in dealing with difficult people; regain control by knowing how to work effectively with staff/colleagues who are not pulling their weight or those who are aggressive and dominating.

**Managing Self** - recognise what pushes your buttons, maintaining composure, managing your response, being proactive and overcoming procrastination.

**Working Styles** - gain greater understanding of personalities in the workplace and how to work effectively with others when their personality temperament/working style is different to yours.

**Diffusing Conflict** - effective communication, recognise "Roadblocks" to conflict resolution, using a 12 step Conflict Resolution model to gain win/win outcomes.

**Remaining Professional Under Pressure** - focusing on what matters, maintaining a positive attitude, prioritising, problem solving techniques and worry control skills.

**Course is 1 day** – start 9.00am, finish 4.00pm

Fee: \$525+GST per person

### Course dates for Auckland during 2012:

**21 March, 22 August, 22 November**

- **This course is limited to 10 participants. Early registration is vital.**

**We can present this course in-house for you and tailor the content to meet your learning & development objectives.**

## PRELIMINARY BOOKING FORM

**Print this form, complete it and authorise where indicated. Please write clearly.**

Then return to us by fax to: (+64 9) 360 2180 or email to [admin@innovativetraining.co](mailto:admin@innovativetraining.co)

Name of Attendee: \_\_\_\_\_ Position: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Company/Organisation: \_\_\_\_\_

Postal Address: \_\_\_\_\_

**Please tick which course you would like to attend or your staff member to attend:**

- |   |   |
|---|---|
| <input type="checkbox"/> Developing the Leader in You                     | <input type="checkbox"/> Handling Stress and Coping with Pressure     |
| <input type="checkbox"/> Time Management for Managers                     | <input type="checkbox"/> Dealing with Difficult People and Situations |
| <input type="checkbox"/> Business Writing                                 | <input type="checkbox"/> The Exceptional Secretary                    |
| <input type="checkbox"/> Presentation Skills - Fundamentals of Presenting | <input type="checkbox"/> The Exceptional Personal Assistant           |
| <input type="checkbox"/> Presentation Skills - Dynamic Presentations      | <input type="checkbox"/> Excellent Frontline Customer Service         |

Course Date: \_\_\_\_\_ Course Fee: \_\_\_\_\_

Which parts of the course are of particular interest? (Refer to course outline)

**This is a Preliminary Booking form which does not guarantee a position on the course. On receiving this form, we will let you know if there are still positions available. Then we will send an invoice and course location details, start time, finish time etc.**

### **Cancellations, Refunds, Transfers**

**Please read the following statement before authorising this booking:**

"I have read the course outline and accept responsibility for the relevance of the content. I understand that no refund will be made for cancellations received within 10 working days of course date and that notice to cancel is to be given in writing. I understand that if the person booked cannot attend, another staff member can take their place, and that, in the event that the course does not run, a full refund applies."

Authorising signature: \_\_\_\_\_ Name & Title: \_\_\_\_\_

Contact phone: \_\_\_\_\_ Email: \_\_\_\_\_