

## DEALING WITH DIFFICULT PEOPLE 1 DAY

### COURSE OVERVIEW

This 1-day course provides delegates with the opportunity to pin point difficult people in their workplace and find solutions to how best manage them.

This is a highly interactive session giving delegates the tools to identify and handle difficult people and resolve conflict within the workplace using a variety of helpful methods.

### CONTENT

- Setting standards required
- Knowing yourself and your team members
- Getting the best out of your team when dealing with difficult situations
- Dealing with good and poor performance
- Giving instructions – clearly
- Handling conflict
- Skills to defuse the situation
- Types of behavior Assertive –vs- Aggressive

[CLICK HERE TO  
BOOK YOUR PLACE](#)



### COSTS

Per Person: £150 + VAT

Discounted price\*: £120 + VAT

**\*20% discount applied to  
existing retainer clients**

**Discounts available for group  
bookings.**

Training is available on site at your premises or off-site at our unique training suite in Castleton