



for more information call
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BACK **Dealing with Difficult People**

For People Working with Troublesome Groups and Individuals

With increased pressure and the pace of modern life we often have to deal with people who behave unreasonably.

Benefits

This course is designed to help individuals who have to work with potentially troublesome groups and individuals. Participants will:

- Develop and practice responses to unreasonable and aggressive behaviour
- Explore a range of techniques and skills to diffuse potentially difficult situations
- Gain a greater understanding of what triggers stress and aggression and how to avoid those triggers

Content

The course will focus on practical skills for dealing with difficult people.

There will be ample opportunity to discuss and share personal experiences.

Alternative approaches will be discussed to match the personal style and strengths of each participant.

Role play will be used to demonstrate the techniques.

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