

## Managing Difficult People and Situation Workshop - 1 Day

Dealing with difficult people and situations can consume your time, energy and resources. Understanding how people think and dealing effectively with problems can bring harmony to the workplace.

**Workshop Aim:**

This one day workshop aim is to arm you with techniques for handling difficult behaviour both on a one to one basis and within the team.

.....

**What you will take away from the Workshop:**

- Define the term “difficult behaviour”
- Identify behavioural styles using Transactional Analysis
- Give examples of behavioural styles found in the workplace
- Using Transactional Analysis, describe how to handle a variety of behaviours
- Explain how to avoid conflict with an individual
- Describe techniques to help resolve conflict within the team

**Workshop Content:**

- What is difficult behaviour
- Transactional Analysis and it’s relevance to the workplace
- How people behave at work
- Adapting our behaviour to deal with others
- Understanding how conflict arises
- Avoiding conflict with another team member
- Handling conflict within the team

**Pre-course Activity**

To gain the maximum benefit from the course, you will be sent an activity to complete which asks you to consider your experiences of managing difficult people and situations. This will help you set the context of the course and will be used in the training as part of the course activities.



For information and support

Meridian House  
Winsford Ind Est  
Winsford  
Cheshire  
CW7 3QG

**0845 600 6990**

info@rareit.com  
www.rareit.com

