

# Managing Difficult People

Learn how to deal with difficult people in an assertive, non-confrontational way.

## Overview

We all come into contact with difficult people at some point in our lives, both at work and in our personal lives. Being able to recognise and diffuse potentially difficult situations is a skill. This course offers participants the chance to examine a number of factors in identifying difficult behaviour and how to deal with it confidently and in a non-confrontational manner.

## Key Outcomes

- Understand why certain behaviours are difficult
- Specifically identify the difficult behaviour they are experiencing
- Know how to structure conversations to address difficult behaviour
- Feel more confident and become less of a 'target' for difficult people
- Manage words, phrases, voice and body language to effectively diffuse potentially difficult situations

## Course Outline

### Difficult behaviour and its effects

- Perceptions of difficult behaviours
- Understanding behaviour patterns
- Understanding and developing Emotional Intelligence to enhance effective relationship management

### Responding to difficult people

- Understanding our natural response to conflict
- Recognising the impact of our words and phrases
- Using positive body language

### Dealing with difficult people

- Maintaining composure
- Structuring difficult conversations
- Using assertiveness strategies
- Creating 'wins' for both parties

### Dealing with difficult people

- Giving and receiving feedback
- Dealing with negative emails
- Managing conflict surrounding short deadlines

Some colleagues and people we come into contact with may be impatient, rude, stressed or de-motivating. They are often unaware of how their behaviour impacts on others. This course equips you with the practical skills of handling difficult people and situations and is delivered by a variety of means, including role-play of practical scenarios to encourage greater learning.

**Remember that we are 'all human'**



**93%**

**of communication is non-verbal**



## Key Points

- One Day Course
- Our trainer is an experienced clinician able to tailor delivery specifically to a clinical team context
- Contact Enable East on 01206 287543 or email [enableeast@enableeast.org.uk](mailto:enableeast@enableeast.org.uk)