

Dealing with Difficult People

- 1-day program -

How do **you** handle conflict? Do you approach it confidently and calmly? Or do you get upset and lose your temper? Or, do you go out of your way to avoid conflict rather than deal with it?

If the answer is 'yes' to the last question, don't feel bad. The truth is that most of us have learned from experience that workplace conflicts too often lead to unproductive consequences ... anxiety, anger, intimidation, blame and resentment. But it doesn't have to be that way.

We'll teach you proven strategies that work in a variety of conflict situations – from minor disagreements to potentially explosive confrontations. You'll learn how to handle anxiety and anger that can sabotage your ability to deal effectively with conflict, how to keep disagreements from getting out of hand, and how to negotiate resolutions when they do. Take advantage of the opportunity to benefit from this powerful training. The long-term result for you and your organisation will be less stress, greater harmony and improved productivity.

Course content:

- What's the matter with people anyway?
- How to identify and relate to the different behavioral styles
- Understanding and managing generational differences.
- Mars & Venus – learn the language!
- Giving constructive Feedback constructively
- How to address poor Performance
- Manage your manager
- Negotiating for a positive resolution
- How to cope with Anger – theirs and yours
- Is it possible that I'm the difficult person?
- Five Power Questions
- Ready, set, go! Action Plan

By the end of this workshop you will gain:

- Recognise which behaviours are simply 'different' to our own, and which are truly 'difficult'
- Confront people assertively and calmly
- Discuss problems without causing defensive reactions
- Get the co-operation and results you need without damaging the relationship
- Stop tyrants and micro-managers in their tracks
- Use the power of praise when addressing performance problems
- Control your anger and stress levels
- And much more!



Jan Burnes, is Internationally renowned for her expertise in Conflict Resolution. Her energy, enthusiasm and humour, combined with her practical strategies and tips make her a top-rated trainer. She has hands-on, real life experience having owned and managed 3 major companies in three different countries, one employing over 1,000 people. She has an MBA majoring in Business Communications and was a recent winner of the Telstra Business Woman of The Year Award.



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