

DEALING WITH DIFFICULT BEHAVIOUR – CONFLICT RESOLUTION

In business today every staff member has an important role in developing and maintaining positive relationships in both internal and external environments so that customers, suppliers and the organisation achieve planned outcomes. Potential conflict is present in all organisations. In any situation where people are interacting with each other there is the potential for disagreement, challenge and conflict. This course offers a variety of practical learning opportunities for participants to develop skills in identifying potential conflict situations and resolving them constructively.



Course Outline:

- Understanding what is "Difficult Behaviour".
- Identifying how difficult behaviour affects people and business.
- Understanding how personality and behaviour affects the conflict resolution approach/style.
- Learn and practice communication strategies that lead to resolving or diffusing conflict – active listening techniques and effective questioning.
- Know how to recognise submissive, aggressive and assertive behaviour and understand how to develop assertion in communication

- Learn six strategies to deal with difficult behaviour. Each of these strategies are practiced in this course through role playing and case study discussions.
- Know your own conflict resolution style and how to improve your current applications.

At the end of the course you will be able to:

- Know how and why your personality reacts to conflict. Understanding you better.
- Practice strategies of assertiveness in conflict situations.
- Understand why situations become difficult and recognise the triggers of a potential conflict and then know how to diffuse potential difficult situations
- Recognise how to depersonalise a negotiation situation and stay in emotional control.
- Become a more effective communicator.

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Who should attend:

- Staff that have challenges with having to deal with difficult situations with customers, fellow staff members, or communication situations in the workplace.
- This course can be adapted to meets the needs at all levels of business.

Course Duration	1 day program 2 day program (highly interactive, role plays etc)
Participant Numbers	6-12 participants
Pre-work required	Pre-work will be sent out prior to training
Post work required	Post work is set to consolidate skills into the workplace habits

