

Dealing with Difficult People

This course is designed to develop participants skills and knowledge, to effectively deal with people, they might encounter in the workplace, who appear difficult. It is not only important to understand why people become difficult, but also how to respond when confronted with a difficult person. The course also helps participants learn what can be done so everyone is dealt with in an open, honest and equitable manner.

Participants will learn techniques for effective communication to gather information, solve problems, or present solutions via case studies and group exercises.

DURATION: 1 day

COURSE OUTLINE

- Types of difficult conversations
- Understanding the dynamics of conflict
- The role of our own communication style in managing difficult conversations
- Key strategies to deal with conflict
- Analysing the impact of the strategies
- What are the triggers that contribute to conflict
- How to avoid common mistakes.

What will I learn in this course?

- Understand the dynamics of conflict
- Learn how to deliver the difficult messages clearly and powerfully
- Learn how to analyse and prepare for difficult conversations
- Learn how to deliver difficult messages clearly and effectively
- Develop skills in managing emotions and difficult behaviours through de-escalation
- Learn valuable skills to prevent damaging conflict

WHO SHOULD ATTEND THE COURSE?

Supervisors, managers, compliance/enforcement officers, front line staff (revenue, libraries, recreation, retail) or anyone whose role involves needing to deal with potentially emotional situations.

HOW TO REGSITER?

Please complete a Local Government Training Institute registration form at <http://www.lgti.com.au> and submit online; or you can fax to Local Government Training Institute on (02) 4966 0655.

ENQUIRIES

Course enquiries may be directed to the Business Development Team on (02) 4922 2333.

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