

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.

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

DURATION: 1 or 2 days

The 2 day course builds on the skills learnt in the one days course and adds some additional topics

FACILITATOR: Philippa Woolf, BA GradDip Bus Mngt (HR), GradCert Neg *(see next page for bio)*

TOPICS

- 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.

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.

Course enquiries may be directed to Training Administration on 49 222 333

Local Government Training Institute

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Philippa Woolf is a human resource management consultant, and retired from the Regional Senior Executive Team of the NSW Police Force after 25 years service.

Philippa worked for over 15 years within high level investigative units such as the Major Crime Squad and task forces investigating serious criminal matters such as drug trafficking, homicide, armed robbery and organized crime. As an experienced middle manager, she was responsible for leading and motivating operational teams to succeed in one of the most challenging and dynamic occupational environments.

Following those duties, Philippa was promoted to the role of co-ordinating the 300 specialist resources (Police Negotiators, Special Weapons and Public Order teams) to respond to high risk and volatile incidents in the community.

Philippa was responsible for all the HR management of those teams including the recruitment, training and accreditation to ensure highly trained support was available for serious incident management. Philippa has been an accredited police negotiator for over 13 years and brings with her a wealth of knowledge and experience and finely developed communication skills. Working in a continuous high risk/major consequence environment has resulted in Philippa developing excellent decision making and leadership abilities.

Philippa's well developed communication skills have been further enhanced over the past five years, where she has been responsible for mediating disputes. Nationally accredited, she has extensive experience in mediating industrial disputes, workplace grievances and complaints.

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