

## 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.

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**DURATION:** 1 day

**FACILITATOR:** Phillip Connell B Bus (HRD), Ass Dip Bus (HRD), Grad Dip Bus (Mngt), Cert IV Assessment and Workplace Training. Along with qualifications in HR, training, and business management, Phillip has over the past 16 years, workplace experience, and has consulted to many diverse industries, including state & local government, mining, manufacturing and service industries.

**PREREQUISITES:** Nil

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### **COURSE OUTLINE**

At the end of this training course participants will be able to:

- Identify and describe situations in which people, including customers, may be difficult or dissatisfied,
- Recognise the various options for dealing with difficult people,
- Devise strategies for dealing with difficult people, including customers,
- Demonstrate effective communication skills with difficult people, and
- Apply strategies for dealing with difficult people.

**WHO SHOULD ATTEND THE COURSE?** Staff required to provide services and information to internal and external customers.

*To register, 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*

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

## Local Government Training Institute

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