

The Skills Development Service Ltd presents a one day training course:

# Skills for Dealing with Difficult People at Work

A practical one day course focusing exclusively on how to deal with difficult colleague behaviour at work – whether they be peers, staff or boss

## What will the delegates take away from the course?

- Learn how to deal with different types of difficult people – from loud autocrats to manipulative, charming back biters
- Develop skills and use proven techniques for neutralising negative colleagues who lower the mood of the whole team
- Become empowered and develop new ways of relating to colleagues
- Learn how to stay calm whilst dealing with difficult behaviour
- Ensure the practical application of ideas and strategies learnt during the day

## How would you deal with the following ?

- Carl (a colleague) is loud and overbearing in his manner and often makes lots of hidden threats e.g. “No one knows grievance and disciplinary procedures like me!” His bullying nature is intimidating.
- Janice (a member of staff you manage) is the most likely culprit for stirring up many of the false rumours destroying your team’s morale. However, whenever challenged she denies it and accuses you of victimising her.
- Craig (your manager) is forever making promises he never keeps. Although a “nice person”, he has a poor short term memory and is creating chaos for your work practice.

**This day will give you ideas on how to approach these and many other difficult cases in new and constructive ways**

- Certificate of Attendance. Suitable for CPD and PREP.
- Lots of opportunities for raising questions and discussion with tutor and colleagues
- Post-seminar case support and consultancy available

*“Really good practical approaches. Direct manner of targeting difficult situations. I feel that this course has improved my skills for dealing with difficult people and has provided me with ideas which I hope to apply when faced with similar circumstances at my workplace. Thank you!”*

**G.F., Nursing**

**Available for In-house Training**

**Book now and take advantage of our unique SPECIAL OFFER  
see overleaf for details**

# Skills for dealing with Difficult People at Work

## Course Outline:

**09.30 Registration** (All times may vary depending on arrangements of your organisation)

**10.00 Introduction**

**10.15 Defining different types of difficult people**

**10.45 Identifying the problem**

**11.15 Refreshments**

**11.30 Discovering the other person's motivation**

**12.15 Useful strategies for dealing with difficult people (1)**

**13.00 Lunch**

**14.00 Useful strategies for dealing with difficult people (2)**

**15.15 Refreshments**

**15.30 Preparing yourself and developing an action plan for change**

**16.30 Finish**

## SDS In-House Training

### How to Book



- E-mail us on [info@skillsdevelopment.co.uk](mailto:info@skillsdevelopment.co.uk) briefly outlining your needs.
- A written quotation, booking conditions and an outline of the proposed training will be sent to you within 48 hours.
- If the topic you are interested in is not on our list, one of our training consultants will get back to you within the next two or three days to discuss your requirements.
- Please recognise that because of high demand, forward planning of between three and twelve months is often required. So please book your in-house training in advance and we will do everything possible to accommodate your needs.

## Special Offer only for In-House Customers

- With every in-house day you have with us – we will issue a voucher enabling one person from your organization to attend one of our seminars completely **FREE**.
- You receive this voucher immediately after your in-house training day will have taken place.
- This is a unique opportunity for your staff to try our new topics totally free and for your organization to get “first hands” feedback on our new courses.



Skills  
Development  
Service Ltd

SDS