

Managing Challenging Behaviours and Difficult Customers



Challenging behaviour can be both positive and negative. The difference depends on your ability to identify and handle these demands, resolve them appropriately, and learn from the process. Participants complete a questionnaire prior to the course that will provide them with confidential information about both their likely reactions about and feelings towards the challenging behaviour of others. Resolving difficult situations improves relationships, builds respect and self esteem. The methods we support also ensure that a comfortable ongoing relationship is possible. Delegates will gain an understanding of how handling difficult behaviour and situations can produce positive results and effect change. This highly interactive workshop will provide you with:

- An Interpretation of the results of your questionnaire and relating them to how you feel and react to difficult situations and challenging behaviour
- Key approaches for resolving difficult situations: face to face / phone
- Identifying difficult behaviour resulting from substance abuse
- Strategies and skills to resolve conflicts with individuals and groups
- Body language and its impact – yours and theirs
- What to say and how to say it
- Building personal confidence to handle the most demanding situations

Who Will Benefit?

Those who want to establish more effective ways to handle difficult customers

Course Outline

- Identifying your strengths and weaknesses in resolving challenging behaviour and difficult situations
- How your style of handling conflict helps or hinders your ability to manage conflict
- Self-reflection on the results of the pre-course questionnaire
- Following the questionnaire results – ‘What do I do next?’
- How to remain positive when dealing with difficult situations and behaviours
- Presenting a controlled and collected image when handling challenging situations – even when you are feeling anxious
- How to anticipate typical sources of disagreement
- Conflict resolution models and their benefits and limitations
- Using the right resolution approach based on the situation
- Understanding what to say and how to say it
- Techniques for dealing with angry people whilst remaining personally safe
- Understanding the impact of body language
- Controlling your body language to positively impact in situation
- How to remain assertive when handling difficult situations
- A personal plan for improving your own approach to handling conflict

Duration

1 Day

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