

# Managing Difficult People and Situations



Challenging behaviour can be positive and negative. The difference depends on your ability to identify and handle these situations whilst learning from the process. Many of the concerns that people have about tackling difficult situations stem from doubts about their ability to remain in control or a fear of the later allegation of unfairness. These concerns are primarily about the skills involved rather than simply an understanding of the procedural principals. This course is designed for those expected to resolve conflicts and challenges as part of their responsibility by providing them with a clear understanding of how to apply ethical skills and attitudes for dealing with the interpersonal aspects of disagreement.

The delivery style is interactive, stretching and challenging. Delegates are exposed to a variety of work-related situations through a combination of short practical interactions. Immediate feedback will be given to the participants on their performance during the exercises, indicating strengths, as well as improvement needs.

By the end of the workshop, delegates will be able to:

- Understand the importance of quick action before issues escalate
- Structure and holding fair and effective conversations
- Keep control of the situation
- Feel more confident when handle difficult situations
- Anticipate likely conflict and minimise its impact

## Course Outline

- Identify perceptions of difficult situations.
- Separating the issues and emotions to uncover the root cause of the difficult situation
- How emotional and rational thinking affect understanding, decision making and personal bravery
- How to gain understanding about the issue when emotions or personal agendas interfere
- The influencing zone and its impact on conflict resolution
- How effectively use personal and positional power
- Conflict resolution models and their benefits and limitations
- Using the right resolution approach for the situation
- Planning the structure for an awkward conversation that is fair and effective
- How to answer difficult questions
- Techniques to retain control and ensure progression during challenging situations
- Probing for detail and clarifying vague or incomplete information
- Handling answers and information that is contradictory
- Practice

## Duration

1 Day

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