

## Dealing With Difficult People & Situations

Do you avoid dealing with difficult issues in a timely manner? Does the problem/issue often go into the too hard basket?

If you are looking for a course which has a number of practical strategies that you can apply to various situations, then this is the perfect course for you.

### Course Structure

This comprehensive one-day course is full of practical strategies and ideas that really work, which you can apply the very next day, on your return to the office.

#### Focus on the Big Picture

- › Gain an understanding of why conflict arises and common triggers which accelerate it.
- › How to let go, focus on your area of direct control and not sweat the small stuff.

#### Assertiveness

- › Learn practical strategies for dealing with difficult people confidently.
- › Regain control by knowing how to work effectively with staff/colleagues that are not pulling their weight or those who are aggressive and dominating.
- › The D.E.S.O assertiveness model is a proven format for creating win/win solutions in difficult situations.

#### Managing Self

- › Recognise what pushes your buttons. How to maintain composure and manage your response.
- › Learn the importance of being proactive and dealing with issues in a timely manner.
- › Learn six steps to overcoming procrastination.

#### Working with Others

- › Gain greater understanding of individual personality dynamics.
- › How to work effectively with others when their personality temperament/working style is very different to yours.

#### Effective Communication Skills

- › Key insights into effective communication and how to avoid common communication pitfalls.
- › Recognise 'communication roadblocks' which can lead to conflict or miscommunication.
- › Use the 12 step Conflict Resolution model to gain win/win outcomes.

#### Remain Professional under Pressure

- › Learn the importance of focusing on what matters and maintaining a positive attitude.
- › Use problem solving strategies and worry control techniques to stay on top of pressure.

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### Course Nuts and Bolts

- Course Dates: Please refer to our website for upcoming dates [www.innovativetraining.co.nz](http://www.innovativetraining.co.nz)
- Investment: Standard Fee: \$625 + GST | Early Bird Fee: \$575 + GST
- Duration: A full day course, starting at 9.00am and concluding at 4.00pm.
- Location: Registered course attendees will be provided with full venue details.
- Limited Numbers: Courses are limited to 10 participants. Please register early to avoid disappointment.
- Inclusions: Highly experienced trainer, a comprehensive manual, ITS Certificate of Achievement, lunch and refreshments.

### Further Information

There are times we all find it difficult to deal with conflict within the workplace and get frustrated by people who pass the buck and won't accept responsibility. Our workplaces stress the importance of 'getting along' and 'working as a team' yet in reality it's not that easy. Especially if there are 'working style' differences which can impact on how we deal with difficult situations.

If you are looking for a course which has a number of practical strategies that you can apply to various situations, then we have the perfect course for you.

Innovative Training Services 'Dealing with Difficult People & Situations' course is one of our most sought after training programmes. This course provides a number of step-by-step strategies which will enable you to deal with conflict in the workplace in a professional manner, and to create workable outcomes in difficult situations. Armed with the right tools you will feel more positive, confident and motivated to deal with issues that have been bothering you.

The course will be beneficial for managers, supervisors and support staff, who want to enhance their skills in handling difficult situations effectively.

#### Please Note

We can facilitate this course in-house for your business and customise the content to suit your requirements. To discuss your needs, get-in-touch by email: [enquiry@innovativetraining.co.nz](mailto:enquiry@innovativetraining.co.nz) or call us +64 9 360 3252.