



Dealing With Conflict And Difficult People®

Professional Development Seminar

LEARNING OUTCOMES

- **WHY DIFFICULT PEOPLE SHOULD NOT BE ALLOWED TO SET THE TONE FOR THE TEAM OR ORGANISATION**
- **DISCOVER HOW TO HANDLE PEOPLE WHO DON'T KNOW THEY ARE BEING DIFFICULT**
- **YOU'LL LEARN "WHY" PEOPLE ACT AND BEHAVE THE WAY THEY DO AND HOW TO USE THIS TO YOUR ADVANTAGE**
- **HOW TO INCREASE YOUR OWN COPING STRATEGIES WHEN YOU'RE DEALING WITH DIFFICULT PEOPLE OR CONFLICT**

No matter how well balanced or even tempered you are, like most people, you and your team probably have one or two people in your professional or personal lives whose behaviour can put your "balance" to the test.

The good news is that people don't need to go through their working life "holding your breath" around difficult people. One of the best ways to deal with these people (be they customers or colleagues) is to understand what motivates them to behave this way and try to improve the effectiveness of your communication and actions. It's also important to know when to let go!

If you or your people are faced with having to deal with people who seem challenging to deal with, the one-day, *Dealing With Conflict and Difficult People®* will help participants to both understand them and work more effectively with them. How "difficult" a person is to deal with will often depend on self-esteem, self-confidence and willingness to deal with these people.

"Every moment that you spend upset, in despair, in anguish, angry or hurt because of the behavior of anybody else in your life is a moment in which you have given up control of your life." Wayne Dyer

At the one-day *Dealing with Conflict and Difficult People®* seminar participants learn to use a series of powerful communication and personal assertiveness tools for assessing difficult people and managing interpersonal conflict.

Equipped with a set of new behavioural and communication skills, participants will be able to stay focused, respond positively to negative people and be able to get their message across and communicate more effectively with all types of problem behaviours.

This one-day program is a true survival guide for working and interacting with challenging people!

- ✓ Learn to help others focus on interests and not take positions.
- ✓ Use 1 of over 20+ proven coping and behavioural strategies that work.
- ✓ Enhance communications through using common language.
- ✓ Turn adversarial situations into welcome communication opportunities.



Seminar Overview

What's Included

SESSION OUTLINE (One-Day Program 8:30 – 5:00pm)

Session 1

- What types of resolution are there?
- Dealing with Conflict
- So Who Is a Difficult Person?
- Because You're Human, You'll Have Conflicts
- The Nature of Conflict
- Understand the Culture and Context of the Conflict
- The Four Phases of Conflict

Session 2

- Search Beneath the Surface for Hidden Meaning
- Solving Tough Problems—An Open Way of Talking, Listening, and Creating New Realities
- Separate What Matters from What's in the Way
- Strategies for Managing Conflict

Session 3

- Four Basic Components of Collaboration
- Solve Problems Creatively
- What Causes Conflicts?
- Strategies to Avoid
- You Can Prevent Some Conflicts!
- Conflict Resolution Behaviours

Session 4

- More Ways to Resolve Your Conflicts
- Listening, Openness, Reflecting and Empathy
- The 6 D's:
 - Define, Determine, Develop, Describe
 - Disclose & Decide
- The Confrontation Continuum
- Learning from Your Conflicts



EACH PARTICIPANT RECEIVES

Each participant receives a professionally produced, training manual and reference material. In addition, participants receive a password to online e-learning and reference material (where they can access audio coaching files, white papers, posters, and other training materials).

FREE eCOACHING FOR ALL PARTICIPANTS

To help participants implement all they have learnt at this powerful seminar, they'll also receive access to a 6 month e-Coaching program free!

This unique coaching program starts 14 days after the training.



At the comfort of their desk and at a time which suits them, participants enjoy these eCoaching sessions, as they reinforce all that has been learnt at this development program.

CERTIFICATE OF ACCOMPLISHMENT

Each participant also receives a customised "Certificate of Accomplishment", to be framed and displayed at their office or home.



CONTACTING US

P.O Box 2124, Prahran
Melbourne VIC 3181
P: 1300-881-891
P: (03) 9533-9533
E: mail@success.net.au
W: www.success.net.au

