

Workshops 1 day | Price: £219 + VAT

# PERSONAL IMPACT & EFFECTIVENESS DEALING WITH DIFFICULT PEOPLE & NEGATIVITY

## Overview of course

Our Dealing with Difficult People and Negativity course is designed for people who encounter challenging individuals; you know them: the Aggressor, the Whiner, the Over-agreeable, the Silent Pouter, the Negativist and the Know-it-All. Although their numbers are small their impact can be significant. They can frustrate individuals and teams, creating absenteeism, significant loss in productivity and lost clients.

How can you cope effectively with each one? In this workshop you will learn how to recognise each behaviour, why these styles persist in their incompatible ways and how to cope effectively with them. Delegates will complete their own Personal Profile and learn how to use their own personality style effectively with difficult people.

Our workshop sizes are kept to a maximum of 12 delegates to ensure our experienced trainers have time to help individuals understand any complex points.

## Who is it for?

This course is ideal for anyone who has to interact with difficult people who can cause a disruption to the harmony of the workplace - whether these people be colleagues, supervisors, members of your team or customers.

## What will you learn?

On this course we will introduce you to the four main behavioural and communication styles. You will learn how to communicate with people effectively and tailor your response to their style so your message gets across. We will show you how you can change a negative attitude into a constructive one. The skills you will learn on this course will be of benefit to you in all interactions and will help you foster an environment of communication and understanding.

## Course Content

- Words and phrases you can rely on
- Identify the four major behavioural and communication styles
- Identify and manage more effectively seven 'difficult people' styles
- Transform negative attitudes into positive ones.
- Deal with and change negativity at work and home
- Foster communication and teamwork
- Identify triggers and create coping strategies
- Become your own positive influence
- All delegates receive a personal profile

## Who is the trainer?

[Helen Gilzean - Head of People Development](#)

\*\* This workshop can be booked as a one-off course, or as part of our [CPD](#)

## BENEFITS OF THE COURSE

### By the end of the session you will feel....

... confident that you can communicate with even the most difficult and frustrating individuals in a positive way.

Other people like you who attended this course commented:

- "Really enjoyable and constructive - feeling empowered to make a change"
- "Great course - really helpful for me and I have taken lots on board for going back to the workplace"

[Essentials Programme](#), read more [here](#).

**You may also be interested in?**

- [Managing Customers' Expectations and Handling Dissatisfaction](#)
- [Emotionally Intelligent Leadership](#)
- [Assertiveness, Self Confidence and Communication](#)
- [Communicating with Confidence for Women](#)
- [Time Management](#)

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## COURSES

24th October 2019  
Compton House, Exeter

27th November 2019  
Compton House, Exeter

30th January 2020  
Compton House, Exeter

28th May 2020  
Compton House, Exeter

12th August 2020  
Compton House, Exeter

12th November 2020  
Compton House, Exeter

This course is also available in house.