



DEALING WITH DIFFICULT PEOPLE AND SITUATIONS

(Each session is 4 hours)

SESSION 1

Understanding Yourself And Others

- The psychology of difficult people
- Why are people difficult?
- Understanding individual differences
- Recognising that different \neq difficult
- Introduction to behavioural profiling – DiSC
- How values, beliefs and experiences affect our interactions
- Understanding your behaviour, needs and preferences
- Adapting your style – why and how?
- Understanding and ‘reading’ others
- Adjusting your style in order to become more effective
- Reading others in real time – DVD scenarios

SESSION 2

Meeting Difficult People’s Expectations

- Who are your customers/clients?
- Your customer’s/client’s expectations – how do you rate?
- How do other people see you?
- The benefits of great service – for you and them!
- Understanding and meeting their expectations
- Clarifying client expectation – how to determine ‘real’ urgency
- The importance of initiative and being pro-active
- Increasing responsibility
- Building trust and integrity
- The importance of follow-up

SESSION 3

Communicating With Difficult People

- Using appropriate language – the importance of diplomacy
- Understanding impression formation and getting it right
- Active listening techniques
- Questioning skills – how to get the information that you need
- Overcoming barriers – improving rapport and empathy
- Giving clear messages and effective feedback
- Dealing with misinterpretation
- How to give people information they don’t want to hear
- How to say ‘No’ while maintaining a positive relationship
- Planning your communication
- The power of nonverbal communication

BSI Training & Development

Level 1/34 Hunter Street Sydney, NSW 2000, Ph: 02 9216 4017 Fax: 02 9231 5900

SESSION 4

Building Assertiveness

- Defining your influence at work?
- The Interpersonal Influence Inventory (III) – self assessment
- Directness of communication and consideration for others
- Open Aggression vs. Concealed Aggression vs. Passive communication vs. Assertive communication
- Why assertive communication is most effective
- Characteristics of assertive people
- The ASERT process
- Analysing the situation and controlling your emotions
- Stating your position confidently
- Receiving feedback and understanding their point of view
- Gaining agreement and moving forward

SESSION 5

Conflict Resolution

- The consequences of avoidance and poor conflict management
- Emotion vs. logic – why people don't listen
- Diffusing anger and emotion
- Recognising the emotional tactics that people use
- Dealing with your own feelings – e.g. anxiety, guilt, frustration, etc.
- Negotiating the solution process
- Coping with over-sensitivity
- Separating the person from the problem
- Abusive or threatening people – what to say and what not to say
- Not taking conflict personally
- Knowing when to escalate it to your manager
- Not carrying the conflict and stress with you

SESSION 6

Practical Scenarios And Application

- Who are the people you find difficult to deal with?
- Handling aggressive, hostile people
- Angry or abusive people
- Emotional or upset people
- Pushy or shouting people
- Confused or ignorant people
- Understanding your 'hot buttons'?
- Lessons learnt
- Where to from here



SESSION 7

Problem Solving With Difficult Situations

- ❑ What situations cause stress/conflict with customers, clients and colleagues?
- ❑ Identifying the challenges of our environment
- ❑ Focusing on the need rather than the problem
- ❑ Appropriate problem management
- ❑ The benefits of a disciplined approach
- ❑ Developing a clear understanding of the issue
- ❑ Clarifying the desired goal
- ❑ Analysing potential causes
- ❑ Identifying possible solutions
- ❑ Brainstorming and increasing creativity
- ❑ Avoiding evaluation and self censoring
- ❑ Choosing the best solution(s)
- ❑ Developing an Action Plan

Your Trainer

Scott Henderson (Bachelor of Science, Master of Arts - Psychology)

Scott is a registered psychologist with a solid background as an educator. He has worked as a lecturer in psychology, behavioural science and research at the Universities of Sydney and Western Sydney. Lecturing for six years at both undergraduate and postgraduate levels, his expertise includes such areas as leadership, teams and group dynamics, communication and body language, persuasion techniques, stress, and workplace satisfaction.

Since 1999, his work in the corporate sector has spanned the spectrum from industrial psychologist to coach and corporate trainer. In 2004 he became a certified Master Coach in Behavioural Coaching and he continues to coach both individuals and teams at all levels within the companies with which he works. Scott is also an accredited DiSC and LSI trainer.

His unique perspective of inter- and intra-personal understanding compliments the delivery of his training programs and ensures a rigorous and scientific approach to each participant's growth and development. He has delivered training throughout Australia and New Zealand including courses in Customer Service, Communication, Leadership and Management, Performance Management, Coaching, Team Building, Conflict Resolution, Assertiveness, Business Development and Sales, Time Management, Life Balance, Managing Change and Professional Presentation Skills. Scott has a reputation of being a lively and entertaining speaker and he continues to work hard to dispel the stereotype that psychologists actually get people to lie down on couches!