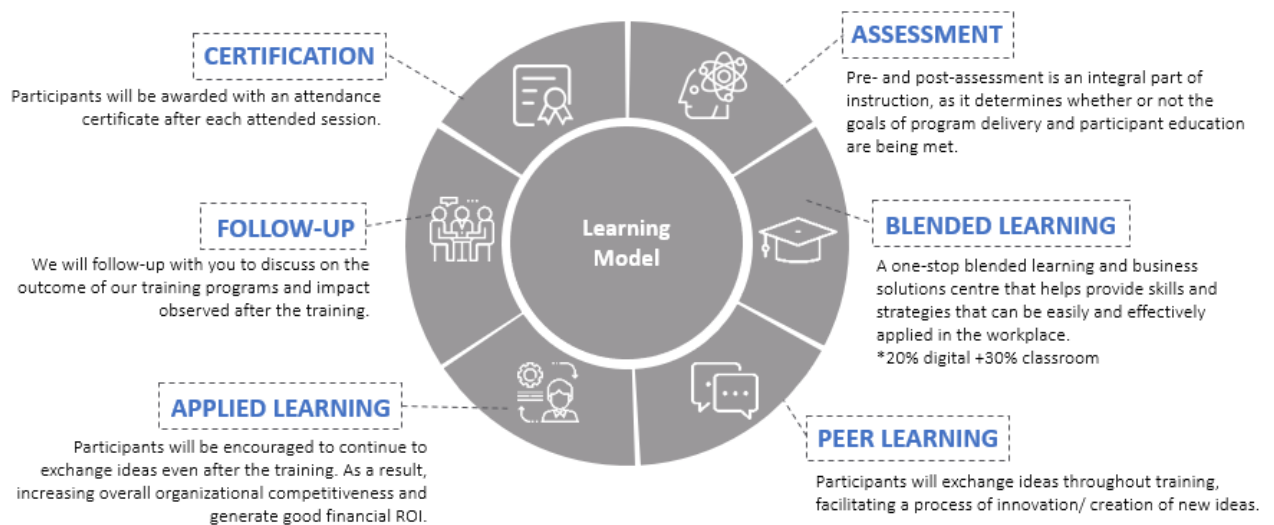


Programme: DEALING WITH DIFFICULT PEOPLE

Learning Methodology



Note:

Participants will be entitled for 2 Group Follow up sessions post training:

1. 30 days check point
2. 90 days check point

This is conducted in half day session via web conference / class room format.

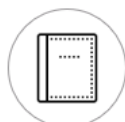
What participants will be entitled:



PRE- & POST-ASSESSMENT



BLENDED LEARNING EXPERIENCE



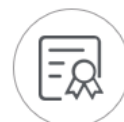
DELEGATE MANUAL



POWERPOINT SLIDES



QUICK REFERENCE GUIDE



CERTIFICATE



FOLLOW-UP SESSION

Learning Outcomes:

- How their attitudes and actions impact others
- New and effective techniques for dealing with difficult people
- Coping strategies for dealing with difficult people and difficult situations
- How to identify times when they have the right to walk away from a difficult situation
- Techniques for managing and dealing with anger

Key Topics:

- Reciprocal Relationships
- Dealing with Change
- The Agreement Frame
- Preventing Problems
- Dealing with Problems
- Causes of Difficult Behavior
- Changing Yourself
- Why Don't People Do What They Are Supposed To?
- Managing Anger
- De-Stress Options You Can Use Right Now!

Who Should Attend:

1. Individual Contributors
2. Supervisors
3. Manager
4. Team Leaders

Closing date for registration: 4 June 2019 (Tuesday)