

Handling Difficult Behaviours

This program enables participants to understand different personality styles and how to effectively communicate with them. Participants will reduce interpersonal conflict and stress by learning how to deal with confrontational situations and improve positive thinking.

Program Content:

Introduction

- Objectives

People and Personalities

- Understanding and Working with Different Personalities
- Personality – How Does This Affect How We Work?
- Can you Really Change Others?

Communication and Difficult Behaviours

- Effective Communication Techniques to Reduce Difficult Employee Behaviours
- Communication Traps
- Influencing the Uncooperative

Ten Steps to Dealing with Difficult Employee Behaviours

Strategies for Dealing with Negative Moods and Behaviours

- Encouraging Productive Problem Solving
- Problem Solving Steps
- Lowering Stress to Improve the Situation
- Positive Thinking
- Guiding Principles