

Dealing with Difficult People

Duration 3 hours – 15 min break

Maximum 25 attendees*

Content Overview

Of all the skills required at work, dealing with difficult people can be one of the most challenging for all ESS. Angry, frustrated, or confused people can break our concentration, elevate our stress levels, and make it difficult to do our jobs safely and efficiently.

Most people don't like to be difficult, but some people sure do it well!

This session provides insights into why people use challenging behaviours to communicate their needs and shares practical techniques to help ESS not only survive but take control during and after difficult interactions.

- **Before** Understanding what drives people to choose and/or use difficult behaviours and why empathy and self-regulation are required for positive outcomes to be achieved
- **During** A 4 Step process that minimises communication mistakes and leaves both parties feeling valued and respected.
- **After** Practical steps to empower ESS to move forward confidently after difficult interactions and to work together to identify areas for improvement.

Outcomes

- **Clarity** Why difficult behaviours are common and why control only lies with our reaction
- **Confidence** To embrace complaints and difficult behaviours as opportunities to improve
- **Actions** to implement and resources to use post session to further develop skills

Inclusions

- **Key Slides and Handouts** for reference and use post session

Our Requirements

- ✓ **Copies of School Goals** - Values, Mission, and/or Vision Statements
- ✓ **Venue** with resources for a PowerPoint presentation
- ✓ **Refreshments** are at your discretion and cost

COST \$2,450 + gst

**If you have more than 25 attendees, please contact us for a tailored quote.*

