

HOW TO WORK WITH DIFFICULT PEOPLE

Workshop - 3 hours

\$215.00 plus gst

One-to-one training (per hour)

\$180.00 plus gst

This workshop will help you deal with difficult, demanding and 'hard to please' personalities. Whether staff, customers, colleagues or suppliers, learn how to get positive outcomes that work for you. Be assertive and increase your confidence when dealing with these people, understand different working styles and behaviours and how to diffuse conflict while remaining professional under pressure.

WHO SHOULD ATTEND:

This workshop is for staff and managers at all levels who have to deal with these tricky situations and difficult people skillfully and confidently

BENEFITS:

- ▶ Do you ever find yourself thinking "what should I have said?" after the conversation was over or wishing you had managed a conversation or an individual differently?
- ▶ Understand the reasons why people can be difficult and gain the lifelong skills and confidence to deal with conflict situations or avoid them developing
- ▶ Understand what you should say and what not to say
- ▶ Become more assertive and in control

TOPICS:

- ▶ Recognise the four different behaviour styles using DISC
- ▶ Why are some people difficult
- ▶ Identify the 12 categories of difficult behaviours
- ▶ Gain some invaluable techniques and strategies to help you deal with these difficult behaviours and challenging people
- ▶ Tips on how to diffuse conflict: remove the heat
- ▶ Discover how to give tough messages
- ▶ Learn how to give feedback

REGISTRATIONS:

Contact Natalie on 869-1445

Email: gistraining@bdo.co.nz

Online: www.buseducation.com

IN-HOUSE TRAINING:

Would your organisation benefit from customised training? We will deliver any of our programmes in-house and tailor them to the specific needs of your organisation.

CANCELLATION POLICY:

If a registrant wishes to cancel, five working days notice is required to receive a refund, less a 10% administration fee. If you are unable to give five working days notice, arrangements can be made at the discretion of BDO Training to transfer to another workshop or for another person to attend. Unless such notice is given, full workshop fees are payable and refunds will not be given.

BDO Training reserves the right to cancel or postpone a workshop. At this time you can either:

1. Receive one-on-one training on the workshop topic; or
2. Transfer to another workshop (if you are using a NZTE Capability Development Voucher, please contact the Regional Partner to see if this can be transferred); or
3. Have the workshop fee refunded in full.