

Your Power - Dealing With Challenging People

We run a half day workshop that focuses on delegates' real situations; and do this in a way that allows us to look at these and suggest different approaches.

Our aim is not to be prescriptive but, rather, to ensure that delegates have considered their approach for the future.

Outcomes

By the end of the training delegates will have

- Learned many different techniques and strategies for managing challenging people and situations.
- Had an opportunity to explore their own responses to challenging people and situations.

Our proposed agenda is

- Introductions and welcome
- Exercise: group work to describe three typical challenging situations
- Input: why things go wrong, managing yourself, challenging situations and how to handle them – how to manage your attitude and theirs: techniques and strategies
- Group Work: How should we apply these strategies to our typical situations?
- Feedback: What will work for the future.
- Evaluation and close