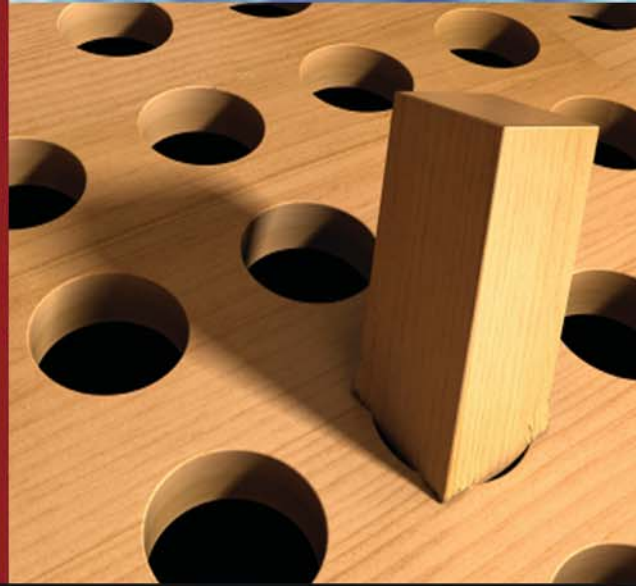


Difficult People

How to manage difficult people and create a better fit with leaders and their teams.



Even your best people can be difficult to handle at times, but some people seem difficult to handle most of the time. How do you manage these people to create a better fit with your vision, your team, and yourself?

Difficult people come in all shapes and sizes; the know-it-all, complainers, the accusers, and constant critics to name a few. Knowing how to deal with these people will allow you to engage in a way that produces results and builds strong teams. This workshop will focus on how to create a better fit that benefits not only you but the difficult people too.

"Everybody is somebody's difficult person at least some of the time" Brinkman and Kirschner

This workshop provides participants with an opportunity to:

- Identify common patterns of difficult behaviour
- Develop intervention skills to address specific issues
- Learn key principles in creating useful conversations
- Discover ways to deliver your message effectively
- Apply leadership principles in difficult situations

Some of the topics covered:

- De-escalation techniques
- Using tension to move forward
- The power of empathy and focus
- 10 typical behaviours

WHAT HAPPENS?

The workshop engages with participants in a fun dynamic format, using a range of interactive and motivational techniques to ensure the skills learnt are effective and sustainable.



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About your trainer:

Ian is a Coaching Psychologist who specialises in working with leaders. He works with leaders in creating culture by releasing peoples potential and building environments and relationships that bring out the best. Over the years he has worked with 1000's of people from a range of backgrounds as diverse as homeless youth, sports stars, and company directors.