

Academy of Training

Dealing With Confrontation and Challenging Behaviour

Overview

In today's working environment, it is inevitable that at some stage we will have to deal with confrontation. At times, we must work with, manage or deliver service to people whose behaviour is "difficult" - people whose attitude, work practices and responsiveness are at best challenging and, at worst, confrontational or unacceptable.

To do so effectively requires insight and skill. We must be able to understand and manage relationships with different and sometimes difficult personalities. We must be able to communicate effectively, convey difficult messages and deal with negativity. We must also be aware of our own behaviour and reactions and be prepared to adapt our own style at times to achieve positive outcomes.

Objective

The objective of this two-day workshop is to assist managers, team leaders and their staff in developing key skills to enable them to deal more effectively with confrontation and other challenging behaviour, equipping them to better handle the more challenging interpersonal situations, both internal and external, which can form part of everyday business life.

Content

Topics covered in the programme include:

- Understanding behaviour and what makes people "difficult"
- Specific situations with staff and customers and how best to handle them
- Working with different personalities and styles of behaviour
- Assessing the impact of our own behaviour
- Recognising and understanding "learned reactions"
- Responding rather than reacting to difficult behaviour
- Avoiding the negative path
- Creating a climate for good communication
- Listening to and assimilating another's viewpoint
- Conveying "bad news" to others constructively
- Handling criticism, opposition and negativity
- Guidelines for confronting issues
- Minimising and handling conflict in the workplace
- Understanding, recognising and minimising workplace bullying.

Resultant Benefits

On completion of the workshop, participants will have developed key skills to assist them in handling confrontation and challenging behaviour more effectively. They also will understand the power of behaviour and have the flexibility to adapt their own behaviour to promote successful outcomes with the challenging people with whom they must deal.

©Academy of Training
www.academyoftraining.co.nz : Telephone 04-473-3356