



NewGrange

TRAINING & SERVICES LTD

Better People, Better Business®

How to deal with Challenging Behaviour

This one day course is designed to equip delegates with the knowledge and skills to handle those seemingly impossible situations where people just won't co-operate; rude or aggressive customers, over demanding tenants, difficult situations and people. It will concentrate on developing personal effectiveness and improving inter-personal skills. Elements of this course will be tailored to your requirements.

Aimed at:

Front line Staff, Support Staff, Project Workers and Housing Workers

Course Location: On-Site at your premises

Course Duration: 1 Full Day 10am-4.30pm (date to suit you)

No. of Delegates: 12 delegates max

Outcomes - On completion of this course delegates will:

- Identify and understand "difficult" people and behaviours
- Spot the stances typically adopted when under threat
- Become aware of the way you communicate with others
- Develop a broader repertoire of behavioural skills
- Select and "right" response at the right time - confidence to confront rather than avoid issues
- Deal effectively and assertively with "difficult" people

Course Programme:

- Why there are difficulties - understanding where conflict comes from
- Communication - sending your message effectively
- How does your behaviour influence others?
- People problems: conflict and misunderstandings - know what helps and hinders
- Difficult person/difficult situation questionnaire
- Developing a broader repertoire - your Assertive Profile
- Appropriate responses - fielding criticisms and negativity
- Workable compromise using active listening and rapport building
- Practical and realistic approaches to deal with entrenched problems
- Action planning: feedback and evaluations

Style and Method

This course will be participative and practical. Through a variety of inputs, exercises and discussions, delegates will be able to explore ways in which they can develop skills to deal with challenging behaviour.

Delegates Receive:

Certificate of Training
Course Notes
Course Materials

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