

Leading Difficult People & Situations



Tools for Managing Challenging People and Tough Situations.

Whatever your role and responsibility it's likely that at some point you will face difficult situations and difficult people. When leading a team or a project it can be as you are moving ahead to meet deadlines and you find yourself up against different agendas, or challenging personalities. This session will help you navigate and understand the mechanisms and psychology at play, when you're dealing with difficult situations and often the difficult people involved as a result.

Whether it is finding solutions in tough circumstances, keeping clients satisfied, dealing with difficult team members or project stakeholders, this course is designed to help leaders and managers find the right solution to get moving forward.

This course will help you learn, develop and practice the successful behaviours that are necessary to navigate through the tough times – and often help you to avoid them in the first place. Handled poorly or left unaddressed, difficult situations can create compounding problems that will only effect ongoing working relationships and client satisfaction. This course will equip you with an understanding and ability to diagnose the correct strategy for handling the diverse personalities involved and make the right resolution-based decisions every time.

Designed for?

- > Dealing with Difficult Situations and People is suited for anyone who needs to lead and manage challenging situations, people or clients. Supervisors, Team Leaders, Senior Managers or CEOs.
- > Anyone looking for strategies to deal with tough or complex situations and find ways through.
- > An ideal group size is 6 – 10 participants.

Key Learning Outcomes

- ✓ Identify the underlying driving force of a difficult situation.
- ✓ Develop the right leadership strategy to get the desired outcome.
- ✓ Understand what works and what doesn't work when dealing with difficult situations and people.
- ✓ Know your reaction mechanisms and work towards developing successful self-management behaviours.
- ✓ Adopt influencing strategies to steer towards desired outcomes and build better rapport.
- ✓ Use advanced communications techniques to create better rapport and defusing techniques.
- ✓ Apply assertive techniques to respond to difficult people.
- ✓ Apply techniques to effectively process criticism.
- ✓ Define conflict and identify your style in conflict situations.
- ✓ Apply a process for resolving workplace conflicts.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

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