

Dealing with Challenging People

Aim

We all come across challenging people in life sometimes. These may be our co-workers, people we manage, our boss or outside of work, family members and friends.

Some people can exhibit difficult to deal with behaviours occasionally, if they are stressed, for example. Other people though, for whatever reasons, have difficult personality traits that make it hard for other people to deal or work with them, most of the time.

Sometimes, it is possible to avoid such difficult people. Other times though, if they are members of our family or they are colleagues, this is not possible.

Particularly in the workplace, it is very important to find ways of coping with difficult people. Just because a person is hard to work with it does not mean that they are not good workers. On the contrary, they can have valuable skills that a business may want to retain.

At the same time though, those who have to work with challenging people can become demotivated, stressed and burnt out if they do not have the skills to deal with hard to work with behaviours.

Learning Outcomes

By the end of this workshop, participants will be able to:

- Identify different types of difficult people, their behaviours and their intents
- Apply strategies to deal with difficult behaviours
- Reflect on your own attitudes and behaviours

Who Should Attend the Workshop:

All staff, particularly those who have to deal with challenging customers and colleagues.

Workshop Format

The format will be informal and participative – everyone has an important contribution to make to the discussions.

A typical workshop will cover:

- ❖ Management theory and research input from the trainer
- ❖ Learning from our shared experiences
- ❖ Small group work to discuss and share ideas

Zoom joining instructions will be sent as part of the meeting invitations unless the organisation prefers to use its own video conferencing facility. Copies of the slides will be sent out after each workshop.



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Time	2.5 hours
Venue	Zoom or Teams **all participants need access to a laptop or PC
Availability	Up to 12 participants Maximum number of participants on each workshop is 12 people to enable everyone to fully take part; have their questions answered and to gain the maximum learning from the interactive workshops.
Fees	£995.00 plus vat (£83.00 plus vat per participant)

More Information:

For an informal chat about the workshop, please contact:

Tracy Madgwick:

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About the Trainer:

Tracy Madgwick has delivered management development, supervisory, team facilitation, interpersonal skills and HR training for line managers for a wide variety of organisations in the private, public and not for profit sector. She also advises organisations on how to manage challenging staffing situations as well as providing mentoring and coaching for other HR professionals.

For the last 10 years she has run her own HR Consultancy company and works with a small team of Associates.

Tracy is a fully qualified member of the CIPD (Chartered Institute of Personnel and Development) and licensed to deliver MBTI (Myers Briggs Type Indicator), DiSC. And C-me.

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