

A photograph of a woman with blonde hair, wearing a light-colored blazer, smiling warmly. She is in an office environment with bookshelves and a window with blinds in the background.

## Dealing with Difficult People (1 day)

This course is designed to develop skills and knowledge, to effectively deal with people in the workplace who appear difficult. It is not only important to understand why people become difficult, but also how to respond when confronted with a difficult person.

The course also helps participants learn what can be done so everyone is dealt with in an open, honest and equitable manner.

The course is suitable for any staff who work at the front line and deal with difficult people:

- Customer service staff
- Compliance/enforcement officers
- Library staff
- Staff at recreational facilities
- Waste facility staff
- Development assessment staff
- Revenue/rates

### Topics Covered

These topic areas are supported by practical activities to reinforce the learning, throughout the day.

- Why are people difficult?
- Behavioural styles
- Emotional intelligence
- Different types of difficult people
- Effective Communication
- Active listening
- Open and closed questions
- How to respond
- Reflect on your own behaviour
- Conflict Management Strategies

### Learning Outcomes

- Identify and describe situations in which people, including customers, may be difficult
- Recognise the various options for dealing with difficult people,
- Devise strategies for dealing with difficult people, including customers,
- Demonstrate effective communication skills with difficult people, and
- Apply strategies for dealing with difficult people.

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