

# Dealing with Difficult Behaviour and Situations in the Workplace



Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30

## Suitable for

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Anyone who manages people or who dealing with difficult behaviour in their workplace (with colleagues, customers, clients/service-users and others).

## Aim

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To distinguish between 'difficult people' and 'difficult behaviours.' You will explore 'what makes people tick' and discover strategies for dealing with difficult situations more effectively and constructively.

## Learning Outcomes

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By the end of the course, you will be able to:

- List typical behaviours that you find difficult and be aware of your own 'difficult behaviours'
- Describe 'what makes people tick' and what influences behaviour
- Recognise that behaviour may be 'difficult' and 'challenging' rather than people being inherently difficult
- Explain how our responses to others' behaviour may influence the situation
- Be aware of what influences positive behavior in others
- Choose from a range of different approaches to dealing with behaviour we find challenging

You will also leave the course with:

- A sense of achievement
- A Personal Action Plan to take your learning further
- A toolkit of techniques and practical ideas for releasing your potential

## Training Style

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All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (\*email required)

## Other Courses to consider (Visit my website for details of these and other courses)

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- Assertiveness in the Workplace (2 Days)
- Dementia: Behaviour – A Challenge or a Gift?
- Effective Team Working – Play Your Part
- Improving Your Performance through Emotional Intelligence
- Managing Change
- Managing Grievances and Discipline in the Workplace
- Motivating Staff for Peak Performance
- Supervision and Support

## Mike Phillips Training

Releasing potential through learning and development



*Best course I've been on in ages, lots to learn... Lots of activities...*

*It's given me greater understanding of conflict, dynamics and practical solutions."*

**Course Participant**  
Hertfordshire County Council

*"The course has helped me realise that we all have behaviours that are difficult.*

*I've learned that I can change my response and rather than get stressed, I can alter my own behaviour.*

*A really inspiring and empowering day."*

**Course Participant**  
MS Society



## website

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