

Dealing With Difficult People and Situations

Date: Tuesday 9 November 2010

Time: 9am - 12noon

Venue: Brock Road

Cost: £75

Tutor: Lucy Mallett

Course Description

It can be common for people to find themselves in situations with either clients or colleagues where the other person is not being very co-operative or easy to communicate with. This course gives delegates the confidence in how to deal with difficult people and situations effectively. The course looks at different behaviour and communication styles and by understanding these delegates will be able to identify them and therefore diffuse situations accordingly, ultimately creating a win-win situation.

Course Content

- Identifying different behaviour styles
- Identifying different communication styles
- Developing communication skills that help deal effectively with difficult people and situations
- Creating a win-win situation
- To be able to deal more confidently with conflict and difficult situations

Please contact Martine Ellis at the Guernsey College of Further Education on 737925 or email martinee@gcfe.net to book your place.