

Dealing with Difficult Behaviour *with Helen Mattacott* *Friday 9th May, 219 St John Street, London, EC1V 4LY*

Introduction

We have all been victims at some time or another, of problem behaviour and understand how damaging people's negative choice of words, tone of voice and actions can be at a personal, professional and institutional level. In working with students and host families, we are working with a challenging and demanding group of people who may feel that they have a lot to lose if things do not go their way. This training day will equip you with a toolbox of tips and techniques to tackle those common behavioural problems and is for welfare officers, student advisors and accommodation officers in ELT institutions.

Session Outline

- A look at behaviour
- Basic assumptions that we make about other people
- Looking at negative behaviour and its effects
- Looking at the options and choices we have available
- Some tips on dealing with the most common types
- The bully- the hostile, aggressive, belligerent and offensive type; the chatterer; the sniper; the complainer, the moaners and whingers; the bored, demotivated; the clams - the silent, unresponsive and quiet ones; the one who wants to be loved; the negative person – the persistent fault finder; the know-all and the persistent fault finder; the indecisive.

The session will look at different types of situations and how to deal with them through roleplay and, depending on the time available, individual problems may be explored.

Outcomes

Participants will :

- Have a clearer understanding of what 'difficult behaviour' is really about.
- Know how to be a nice 'person' and how to work from their 'position' so the two are not confused by others.
- Establish what kind of behaviour is in question.
- Take on a different perspective to deal with people they find difficult to handle.
- Have a simple repeatable technique for managing these types of behaviour.

Timetable	
Registration	10.00
Starting Time	10.30
Ending Time	17.00
<i>Lunch and refreshments provided</i>	

English UK Training Events 2007/2008

Trainer Profile

Helen Mattacott is an educational management consultant and personal development trainer based in Exeter. After qualifying as an English language teacher and teacher trainer she went on to manage English language centres and projects in a variety of countries – Morocco, France, Indonesia and the Peoples' Republic of China, studying for a Masters in Applied Linguistics on the way. Now she has acquired over 20 years of experience in a wide variety of types of management – international projects, a group of executive training centres, English language training institutions, conferences, consultancy and marketing management. She has carried out international management consultancies in Poland, Brazil, Austria, Spain, Argentina, China and in various locations in the UK. She has been keynote speaker at numerous conferences overseas and in the UK on general and educational management themes. As the former ARELS Education Officer, Helen also set up and co-wrote the EnglishUK Diploma in Management.

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