

Managing Difficult People

with Helen Chambers

Thursday 26th April, 219 St John Street, London, EC1V 4LY

Introduction

Whether you lead a team or a team member, managing, leading or dealing with difficult people is unfortunately a common necessity. This workshop will provide you with the skills and confidence to improve your current understanding and ability to deal with those difficult people and their behaviour. This interactive session will offer the opportunity to practice skills and change attitudes influencing your effectiveness well into the future.

Session outline

- Defining and challenging 'difficult behaviour'
- Shaping consistent values and building honesty and trust
- Emotional triggers
- We are all different; styles, culture and a guide to NLP
- Team roles and communication
- Listening and questioning exercises
- Assertiveness
- Managing stress
- Mentor trios

Timetable

Registration	10.00
Start Time	10.30
Approximate End Time	16.30
<i>Lunch and refreshments provided</i>	

Session outcome

This course will help you to:

- Have an understanding of the nature of conflict and identify its causes
- Gain practical experience in a variety of relevant communication skills
- Understand assertiveness and how to make use of it when handling difficult people
- Have a framework of confidence to tackle the issues of uncooperative colleagues, bullying and negativity
- Develop a range of people management skills and techniques to proactively build relationships

Trainer profile

Helen Chambers has over 20 years experience in training. After a period in Further Education developing and delivering work-based vocational training, she set up her own training and consultancy business in 2004 which now focuses on leadership and management development.



Helen is a Fellow of The Institute of Leadership and Management, and acts as an External Verifier for them. She holds NVQ Level 5 Management, NVQ Level 4 Training and Development, ILM Level 7 Certificate in Executive Coaching and Leadership Mentoring, Diploma in Hypnotherapy and is a licensed MBTI® practitioner, and accredited as a Stress Management Consultant.

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