

People Problems

Business is about people and people do not always act as expected or desired. This course addresses the negative behaviour and conflict which can exist in the workplace.

By the end of the course delegates will be able to:

- devise appropriate strategies to deal with people problems
- use interpersonal skills more effectively in difficult situations
- describe four conflict approaches
- review their own performance and continuously develop their skills

The course includes:

- considering the impact of one's own behaviour
- dealing with different personalities
- knowing when to intervene
- using proven performance management processes to get better results
- setting your goals
- developing and using influencing skills, including body language, giving criticism and negotiating

- avoiding clashes, hostility and aggression, and reducing conflict
- how to respond to complaints with confidence and composure
- how to deal with specific difficult issues
- transferring the learning to work

This course is suitable for HR professionals and managers who are faced with problem people and who need to manage conflict to achieve positive change in behaviour.

Duration: 1 day - Intensive course



The Island Partnership

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