

Dealing with Challenging People using Emotional Intelligence and effective Communication Skills

INTRODUCTION

When people are dissatisfied, whether they are colleagues or customers, situations which arise can be difficult to handle. This course looks at identifying with our communication styles and how these and utilising the skills of Emotional Intelligence can assist us with challenging situations.

COURSE OBJECTIVES

By the end of the course, delegates will have:

- **Identified** with verbal and non-verbal communication styles
- **Identified** the skills of Emotional Intelligence
- **Identified** how these skills can be utilised to diffuse situations
- **Used** difficulties as a source of continuous improvement
- **Practised** handling difficult situations without being defensive
- **Practised** diffusing difficult situations and ensuring the customer appreciates the best possible service
- **Reviewed** how to use social competencies to handle relationships to achieve positive results
- **Developed** an individual development plan for implementation in the workplace

COURSE DURATION: 1 Day Course

COURSE CONTENTS

Communication Styles

Verbal and non-verbal
How are we perceived when communicating?

Introduction to Emotional Intelligence

How these skills can improve situations with challenging people

Reasons for behaviour

Conflict avoidance
Passive behaviour
Aggressive Behaviour
Assertive Behaviour

Managing Challenging People/Situations

Conflict Management
Conflict Mismanagement
The five reactions to conflict

Conflict Resolution

Steps to resolve conflict
Practical exercises

Individual Action Plans

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