

Managing Difficult Situations

INTRODUCTION

As business becomes more competitive, the essence of strong management is to be able to deal with difficult situations, ranging from employee situations, to handling meetings, negotiations, encouraging others to work together constructively and handling difficult situations with senior staff constructively.

This course is designed for Managers who rely on effective communication, influencing and team work to overcome all situations.

COURSE OBJECTIVES

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

- **Define** the techniques which make communication with others clear and precise
- **Identify** situations where problems could arise
- **Prepare** a plan on how to deal with a range of problems which affect working life
- **Deal** with difficult situations with confidence
- **Handle** meetings and influence others towards positive outcomes
- **Handle** difference of opinion constructively
- **Manage** a group conflict situation
- **Identify** a range of tool and techniques to develop their skills in handling difficult situations.

COURSE DURATION: 2 Day Course

COURSE CONTENTS

Recognising and defining "difficult" situations

Planning to counter the "difficult" situations
Appropriate policies, procedures and practices
Making messages simpler and clearer
Dealing with problems quickly

Principles underpinning "win-win" solutions

Thinking "in the shoes" of the other party
Structuring your interactions with others
Anticipating change

Successful meetings management

Clarity of purpose and objective
Chairing meetings effectively
Handling emotional contribution and questions
Managing conflict

Bringing order out of a conflict situation

Desired outcomes
Building a collaborative framework

Managing individual encounters

SDI - influencing behaviour styles
Constructive criticism
Encouraging more responsibility taking
Dealing with performance problems and awkward attitudes

Personal Development Action Plan

Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice most of the theory covered

www.oaktree-training.co.uk

