

Who should attend?

This one-day course is aimed at anyone who wishes to improve their personal effectiveness in dealing with difficult people and situations at work.

The course is ideal for:

- Any employee who deals with enquiries/complaints from members of the public
- Anyone who wants to develop their skills and confidence in dealing with emotionally challenging situations
- Those who have experienced or may experience conflict in the workplace.

Participants are encouraged to express frank opinions and share experiences.

Hull and East Yorkshire Mind
41 - 45 Beverley Road
Hull
HU3 1XH

Don't let pressure and stress effect your performance in the workplace.
Call MindWorks today!

Phone: 01482 240134
Fax: 01482 336878
E-mail: mindworks@mindhey.co.uk



Hull and East Yorkshire Mind
Registered Charity Number: 1101976
Company Number: 4936165
Charity Registered in England



www.mindworkstraining.co.uk

Handling Difficult Situations

Are difficult customers/colleagues making you stressed?

Develop the skills to deal more effectively with difficult people/situations.



Tel: 01482 240134

What's in it for your company?

- Skilled front line staff.
- Confidence in your team's ability to handle difficult customers/situations.
- Improved reputation.
- Happier customers.
- Confidence that you are meeting your responsibilities under the DDA.



- Less stressed, healthier workforce.
- Assists in lower staff turnover and reduced sickness absence.

"It is estimated that more than 65% of performance problems result from strained relationships between employees – not from deficits in individual employees' skill or motivation."

(Source: Working Dynamics)



What will you learn on the day?

- Understand why people behave in a difficult way.
- Recognise different behaviour and personality types.
- Be aware of acceptable and unacceptable levels of behaviour.
- Recognise triggers of anger and aggression.
- Strategies to remain calm and de-escalate a high emotion situation.
- Be aware of effective communication techniques.
- Responsibilities under the DDA.

