



Dealing With Difficult People

It's Not Me! It's Them!



Part One **Managing Self**

Uncover the root cause of behaviour

You cannot manage others if you do not know how to manage yourself. Managing yourself requires a clear understanding of why you do what you do.

How you react, how you feel and why you do what you do is a direct result of what you believe and value about life. Very few take the time to understand how their beliefs create their situation in life. Additionally, few realise how they reveal to others what they believe.

This part provides an essential foundation for the training:

- Describe how perception creates reality
- Explain how our beliefs rule our actions, creating an invisible barrier to change
- Use this matrix to help identify your beliefs around who is OK and who is not
- List three vital areas where your beliefs are critical to your happiness

Part Two **The Cost of Poor Communication**

Miscommunication wastes so much valuable time

Have you ever said to someone "What's wrong?" and they said "Nothing!" You are thinking that, clearly, something is wrong! Frustration grows because no one likes getting mixed messages. Sending mixed messages is a common practise in the workplace.

Many people are not aware of what they are really communicating so are left wondering why they are not getting good results and can end up feeling powerless.

This part gives an insight into the dynamics of communication. Poor communication skills waste time, normally someone else's, which may be why he or she becomes difficult:

- Define the Communication Model
- Identify three ways people communicate the true meaning of their message
- Diminish conflict with this easy-to-do technique
- Realise the impact of body language on every type of communication
- Develop your skill in this one area to dramatically increase your effectiveness as a good communicator
- Explain three specific ways stress escalates communication breakdowns
- Describe how this one aspect of speech can totally change the meaning of a sentence.
- Explore the meaning of assertive communication and why you need to be good at it
- Demonstrate this simple technique to instantly boost your confidence

Part Three **How to Deal With Difficult People**

Strategies you can use immediately and effectively

Are people difficult or just different? Who really is the 'difficult' person?

Workplaces are a blend of different beliefs, cultures, genders, life experiences and generations. How can we cope with it all to get the work done on time, within budget and to a good standard?

If you sometimes feel like you work in an adult day care centre, then read on.

This part gives insights and practical strategies on how to deal with those perceived as difficult:

- Define what is meant by 'difficult' person
- List common difficult personality types
- Develop best practices to effectively deal with each type
- Diminish procrastination and eliminate perfectionism
- Evaluate whether a performance issue or a personality clash
- Explain one strategy that increases good performance
- Demonstrate four techniques for giving effective feedback
- Identify your expectations – if you don't know them, they won't
- Address performance problems with three simple questions
- Describe five vital steps to performance management
- Remember this acronym, it changes everything

Part Four **Stress Control NOT Lack of Control**

The AAAs of stress control

Understanding why you do what you do (Part One) and how to communicate the real meaning of your message (Part Two) will decrease stress levels. Developing best practice on how to deal with difficult people (Part three) and implementing good time management strategies will also decrease stress levels. High stress levels create difficult people.

This part provides further clarity on stress control:

- Discuss how anger affects the workplace
- Explore the impact of ANTS
- Discover the one factor you can control

Training2live sessions provide a mix of experiential and guided learning opportunities. This requires a variety of learning techniques:

- ✓ Buddy work – two people share and work together
- ✓ Group work – table groups of four to six people who share and work together
- ✓ Social proof
- ✓ Visual slide presentation – few bullet points; strong/funny images to anchor key messages
- ✓ Action Plan - participants create their key points and new rules
- ✓ Story telling
- ✓ Lots of interaction
- ✓ Guided conversations
- ✓ Case study scenario - two day training sessions only
- ✓ Lots of fun

BIO: Victoria is a dynamic professional trainer and public seminar leader who has helped thousands of managers and their teams throughout Australia and New Zealand deal with the enormous variety of problems and challenges facing them in the workplace every single day.

Her life as a trainer started 28 years ago as an instructor in the Australian Army Reserve. During the following 23 years, as a Training Subject Master, Victoria trained over 7,000 soldiers and officers in drill, weapons and theory and was promoted to the rank of Warrant Officer.

The combination of her military skills, her accreditations: Cert IV in Training & Assessment (University of Victoria), Psychosomatic Therapy and Neuro Linguistic Programming (NLP), plus over seven years experience in presenting a wide variety of topics to a diverse group of industries has given Victoria a unique training style as well as valuable insights into people's behaviour.

She is passionate about leadership and communication skills and understands the value of having fun in training sessions. Victoria has trained groups from:

Council

- Tumut Shire Council NSW
- Gwydir Shire Council NSW
- Gold Coast City Council
- Orange City Council NSW
- Burketown Shire Council FNQ
- Central NSW Councils
- Kogarah Council Sydney
- Shire of Roebourne WA
- Kempsey Shire Council
- Lachlan Shire Council

Government

- Forests NSW
- Centrelink Tasmania
- Department of Environment and Climate Change
- Child Support Agency
- Great Barrier Reef Marine Park Authority
- Department of Human Services
- Department of Infrastructure Canberra
- Victorian Police Department

Education

- University of Wollongong
- RMIT Business School Melbourne
- Central Queensland TAFE
- Study Group Australia
- Curtin Training Solutions Kalgoorlie
- Brisbane North TAFE
- Regional SAS Reference Group
- Townsville Grammar School
- SASSPA Sydney
- University of Southern Queensland
- Charles Sturt University Wagga Wagga

Aged Care

- Aged Care Specialists Canberra
- Goodwin Aged Care Melbourne
- Carers Queensland
- Sisters of St Joseph
- Seventh Day Adventist

Medical

- Exmouth Hospital WA
- Tristar Medical Group Bendigo
- Lavery Pathology
- Hospira
- Sigma Pharmaceuticals
- Reckitt Benckiser
- NSW Rural Doctors Network
- Australian Association of Practice Managers
- General Practice North West Tasmania
- Bega Gambirringu Health Services Kalgoorlie

Private Enterprise

- Rio Tinto Karratha
- McDonald's Australia
- Bankwest Perth
- HESTA Super Fund
- Rich River Golf Club NSW
- Hall Contracting Pty Ltd
- Century Yuasa
- AECOM Perth
- Vikings Group Canberra
- SCA Hygiene Australasia NZ
- Atlas Copco Sydney
- Australian Envelopes
- Watts Price & Associates
- Dale Alcock Homes Perth
- Hexion Speciality Chemicals NZ
- Chris Richards Group Bendigo
- Intervet Schering Plough Animal Health
- BGC Contracting Perth
- ORS Employment
- Honeywell
- Xstrata Coal NSW

Wait, there's more

- Surf Life Saving NSW
- AGL Melbourne
- ActewAGL Canberra
- Australian Trucking Association
- House of Jewellery
- Lighthouse HQ Sydney

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