

# Course Outline

# PRIMEXL

Excelling People. Excelling Organisations.

## Dealing with Difficult People

### Our Vision

At PRIMEXL we aim to be the partner of choice in the creation of better organisations and better lives.

### Our Values

We value:

- **Meaningful relationships**
- **Premium quality services**
- **Innovation** – we are always looking for ways to add more value to our clients
- **Accountability for our performance**

For more information about our suite of solutions, please contact:

### PRIMEXL

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Do you spend 80% of your time dealing with 20% of your staff? Do you have to deal with colleagues or customers who are disruptive, sarcastic or even aggressive – people who simply DON'T GET IT?

**This workshop** will help you restore your personal power and achieve outcomes that are right for you when dealing with difficult people.

This one (1) day course uses an understanding of body language and verbal defusing strategies to assist you to become more confident in managing difficult and demanding interpersonal situations. Participants will also be shown strategic approaches to manage anger and the stress created by these situations.

### During this workshop participants will:

- Learn the nature of 'difficult behaviours' as distinct from 'difficult people'
- Learn about the causes and effects of difficult behaviour and conflict
- Understand the relationship between conflict and stress
- Learn practical strategies to manage conflict and stress
- Learn how to use their personal power constructively when confronted with the difficult behaviour of others
- Discover the SIX KEYS TO SUCCESS
- Increase their confidence in dealing with the difficult behaviour of others

### Dates

Wednesday 10<sup>th</sup> March

Wednesday 15<sup>th</sup> September

**Investment \$385**