

4

Trace Training Working With Others

Developing personal effectiveness in dealing with difficult people

Practical strategies for ensuring your staff stay on top and in control when faced with the inevitable obstacle of dealing with difficult people and difficult situations.

Module 1: Developing Your Personal Impact

This module will enable your staff to think differently about their day-to-day interactions. In a supportive environment, they will have the opportunity to assess their own personal style and identify ways to develop new and highly effective approaches to manage productive relationships. This workshop is designed to help you develop your self awareness of how you come across to others. Your staff will be challenged during this session to be open and honest both in receiving feedback on how others perceive them, as well as giving feedback to other members of the group. This module will help your staff project the image and impression you want to create in the workplace. By the end of this module your staff will be able to: Analyse their perception of themselves and how that correlates with that portrayed to others. Identify their strengths/weaknesses in interpersonal relationships and gain tips and techniques on how to build/develop them. Recognise the impact of their responses on the impression you have on others. Develop a strategy so that they can personally apply the skills and techniques to their own situations.

Module 2: Dealing with Difficult People & Situations

This module provides your staff with a practical guide on how to handle difficult people and situations. Your staff will learn how to understand the behaviour of others and how to respond appropriately. They will gain practical guidance to apply the strategies to their own situations. This module is especially designed to improve your staff's ability to deal with hostility, anger and confrontation. Your staff will gain the tools and techniques they need to build their confidence when dealing with emotionally demanding situations. By the end of this module your staff will be able to: Develop an understanding of hostile and negative behaviour, understand the impact of anger on personal behaviour and breaking out of the emotional cycle, recognise and utilise coping strategies when dealing with negative situations, forge positive working relationships with difficult or uncooperative individuals and approach conflict situations with increased confidence.

Module 3: Assertiveness & Self-Confidence Development

This module provides practical guidance for your staff to develop their assertiveness skills for a range of workplace situations. Your staff will gain the tools and techniques to boost their confidence and build their self-esteem. At the completion of this module, your staff will leave with a Personal Action Plan identifying the key changes they need to make and the skills they need to practice in order to build their self esteem, self-confidence and assertiveness. Following this module your staff will be able to: Identify their inner dialogue and challenge unhelpful thinking, understand the importance of language and body language for assertiveness, handle challenging situations and people confidently and assertively and deal with criticism and confrontation.

Facilitated Question and Answer Session

New South Wales
4A1/410 Elizabeth Street
Surry Hills NSW 2010
PO Box 274, Strawberry Hills
Sydney NSW 2012
T: 02 9281 5466

Queensland
Level 6, Suite 4, 138 Albert Street
Brisbane QLD 4000
GPO Box 823
Brisbane QLD 4001
T: 07 3391 6912

Victoria
Level 1, 530 Lonsdale Street
Melbourne VIC 3000
PO Box 13323 Law Courts
Melbourne VIC 8010
T: 03 9325 4955