

Dealing with Difficult People

One day workshop

Tailor-made course presented in-house for your organisation

Dealing effectively with difficult situations and managing conflict is a key skill at many levels in modern organisations. By becoming aware of how we and others react to conflict, we are able to choose to overcome such problems more easily.

Who will benefit

This workshop will benefit those who have either internal or external contact with difficult people and situations. It equips participants with the understanding of what is taking place and practical solutions they can use in the real world.



For more information email Midas on enquiries@midas-training.co.uk or telephone us on + 44 (0)845 468 0235.

What you will learn

By the end of the workshop participants will be able to

- Identify and manage the different positions people take when dealing with conflict
- Select from a range of interpersonal communication skills to help them deal with difficult situations
- Evaluate practical methods of dealing with conflict including giving constructive feedback

Typical workshop content

If there is another topic you would like to include in the course, just let us know. We will tailor-make the course to meet your needs.

- Constructive conflict management – principles and benefits
- Communication skills in difficult situations
- Styles of behaviour and their impact
- Problem people you may encounter
- Top tips for managing and reducing conflict
- Gender differences and their impact
- Giving and receiving feedback

Midas solutions for success

Midas run successful in-house training programmes in both the public and private sectors. We develop our own unique, tailor-made courses which deliver a lasting and positive impact in the workplace.

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