

Dealing with Difficult or Challenging Conversations and People

MEDIUM : English

Duration: 1 Day

It's another day in the office and another pushback occurs – sounds familiar? Most senior staff sooner rather than later encounter non-co-operative subjects, managers that challenge their work or staff that don't want to listen. This course gives you nine (9) core strategies that you will learn through *role-play* that keep you in the driving seat.

What will you learn

Upon completion you will be able to:

1. Keep calm and in control of difficult situations;
2. Save energy and time in reaching agreements; and
3. Understand better how to deal with awkward human beings

The course is accompanied by a manual that contains course notes and role plays.

Course Outline

1. Why are people so awkward?

- They're having a bad day?
- They don't like you?
- It's their right to be awkward?
- About people's behaviour – what behavioural research tells us

2. Nine core strategies for dealing with challenging situations

- **Strategy 1:** Getting the less co-operative person to agree to a meeting
- **Strategy 2:** Who's doing the talking – how listening intelligently allows you to keep control
- **Strategy 3:** Modelling / mirroring – establishing a rapport, people prefer people like themselves
- **Strategy 4:** Where do we meet – how the meeting place can help or hinder your cause
- **Strategy 5:** Don't you know who I am? – dealing with the challenge of assumed authority
- **Strategy 6:** Reciprocity and indebtedness – how others can be influenced to respond
- **Strategy 7:** Scarcity – how others will want to be included
- **Strategy 8:** Confidentiality and sharing – building trust and integrity between people that disagree
- **Strategy 9:** Building constructive conversations – when others don't believe or won't agree