Human Resources, Personal Development

Dealing with Challenging People

Course Details

Price

£355.00

CPD Points

5.50

Length

Full day (09:30-16:00)

Course Overview

There will always be some people that you find more challenging to deal with; this workshop will provide you with a new awareness of your own skills, and some new tools and techniques for interacting with challenging customers and/or colleagues. Delegates will leave understanding why some people are more challenging than others and know how to manage them before they impact on mental and emotional well-being.

Content

In this workshop, delegates will cover:

- The importance of excellent communication skills when dealing with challenging people
- Emotional intelligence and personal empathy levels; how to change your personal mindset so that you can interact with others in a more peaceful and effective manner.

- Managing emotions and the skills needed to help deal with challenging people.
- Understanding and managing different kinds of challenging people

Benefits

Delegates will understand and be better equipped to deal with a range of challenging personalities, managing them in a professional manner whilst building healthy relationships – resulting in improved daily interactions and better emotional wellbeing.

Next Steps

If you would like to book a place on this course, please click on the **'Book Course'** button to the right of this page and login or register for a user account to complete your booking(s). Any queries please do not hesitate to contact us via **admin@gta.gg** or call us on 01481 244570.

If no date is scheduled for this course at the present time, please click on the **'Register Interest'** button and login or register for a user account so that we can add you to our course interest register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course.

Course Tutor

Jill Clark

Jill is a qualified trainer and coach and holds a Diploma in Company Direction (Institute of Directors). Jill has over 25 years retail experience and was formerly Director of Customer Service at Specsavers. She is a Non -Executive Director of the Channel Islands Coop & Island FM and a Jurat in the Royal Court of Guernsey. Jill is experienced in leadership management, customer service, effective communication and retail best practice. Jill delivers Chartered Management Institute qualifications as well as coaching and mentoring. Jill can work with teams and individuals to improve their effectiveness and leadership skills, developing action plans to help individual unlock their potential, impact and influence in their personal and working lives. Drawing on leadership and experiences of working with individuals at every level, Jill is passionate about helping individuals be the best that they can be.