

Bio
Pharma
Chem

Skillnet,

Conflict Resolution - Dealing with Difficult People



Delivered by:

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Conflict Resolution

People management skills are critically important in all aspects of business, and for anyone wishing to make progress up the corporate ladder, they are skills which must be learned and perfected. In this age of fast working, difficult people cause delays and extra effort that you simply cannot afford. This course is one day in duration.

Who should attend?

There are no prerequisites for this course. This course is most suitable for managers and supervisors. As a manager, supervisor or team leader, you need to know how to deal with difficult people. As with all management skills, there are proven techniques for dealing with difficult people.

How will you learn?

At the end of the training delegates should be able to:

- Deal with and motivate difficult people
- Recognise their own style of dealing with conflict and know the other styles
- Influence people successfully
- Work with difficult people and achieve positive results from them
- Develop assertive behaviour

Programme Content

Module 1

Understanding Conflict:

- Understanding Conflict
- Sources of Conflict
- 5 Styles of handling Conflict
- Skills & Techniques for Handling Conflict
- Strategies for Handling Conflict

Module 2

Conflict Handling Skills:

- Communication
- Getting Your Message Across
- The Over-Riding Power of Body Language

Feedback:

- Learn how to give feedback effectively

Assertiveness:

- How to say 'no' while preserving the relationship

Influence:

- Introduction –What is Influencing?
- Why Influencing Matters
- Golden Tips for Influencing

Module 3

The Challenge of Managing People:

- The 4 personality styles
- The motivators and de-motivators of people.
- Values, beliefs, attitudes and expectations.

Module 4

Handling Difficult People:

- Handling Difficult People
- The Basic Techniques
- Tricky Types of Behaviour
- Difficult Bosses – managing upwards

This training is delivered on behalf of BioPharmaChem Skillnet by Citrus Training.

For further information please contact training@bpcskillnet.ie or phone 087 997 0848

BioPharmaChem Skillnet is co-funded by Skillnet Ireland and member companies. Skillnet Ireland is funded from the National Training Fund through the Department of Education and Skills.



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