

Managing Difficult Behaviours

Today we operate in a high-pressure workplace, where people have less time and where customers have ever increasing expectations of higher levels of service and attention.

Increased hostility places extra pressures and stress on staff, especially when working with higher demands for increased service standards.

To cope with these expectations puts new pressure and stress on staff confronted with customer hostility, especially when working with reduced resources against the demand for enhanced response and service standards.

In this environment, confidence and influence skills are a “must” for people at all levels of the organisation. This program delivers practical relating and coping skills where accurate, specific and effective communications are critical.

In this practical program, you will learn how to treat others with confidence and how to handle conflict positively, even in emotional situations.

These skills are important in all areas of business and personal life.

RECOMMENDED FOR:

Anyone who needs to manage difficult behaviours and influence others in the workplace and beyond. The skills developed lead directly to greater personal confidence and more effective influence in both one-on-one and group communications.

PROGRAM OUTCOMES

At the conclusion of this program, participants will have:

- Specific skills to better manage difficult behaviour in the workplace with other staff, managers, supervisors, the public and customers at all levels within the business.
- A more confident and effective approach to problem solving and coping skills through heightened self-esteem and awareness.
- Understanding of the role that conditioning plays in the development of how people react in different situations.
- Understanding that through skills practice and attitude development an enhanced range of options are created to generate better outcomes.
- Increased self-esteem and confidence for enhanced communication and influence at work and beyond.
- Effective and practical influence skills to maintain perspective in discussion and build rapport with influence to achieve better outcomes through quality communications.

PROGRAM OPTIONS

- Workshop – Supported by workbook/manual
- Seminar / Conference Presentations also available.

PROGRAM CONTENT

Why People are Different

- Analysis of different personality types and why people respond differently to situations and issues. Effective ideas on how you can cope effectively and positively influence the wide range of personality types you encounter each day.

Triggers that Motivate Behaviour

- Discover the most common problems that cause aggressive and negative attitudes within people. What you can do to counteract these triggers and apply principles of conflict resolution.

Aggressive, Passive and Assertive Behaviours

- How past experiences and conditioning affect the range of behaviours people use to influence others. How to recognise manipulative behaviour and the choices you can exercise in response.

Behaviour Signs and Outcomes

- How to understand the motivations and pay-offs people gain from aggressive and passive behaviour. How to manage these behaviours with professionalism, cope more effectively and maximise your influence.

The Power of Listening and Observing

- How effective listening and observing skills can level the discussion, provide you with options and open communications to build rapport and diffuse aggressive behaviour.

How Body Language Impacts on Communication

- Understand the power of non verbal behaviour. How to read others more effectively and how to use body language techniques and voice tone to reduce tension, build influence and gain co-operation from others.

Empathy and Understanding

- All positive communication arises from self-respect and respect for others. Empathy provides a platform for understanding of a different viewpoint, whilst retaining your own. Empathy is the start point for building rapport and influence.

Manage Discussion with Questions

- How to manage discussion and provide structure through the effective use of questions. Learn how and when to use questions and what type of questions are most effective to keep you in control of the discussion.

Explanations for Positive Persuasion

- How to explain issues so others are motivated to embrace your ideas and take action. Learn how to ensure your explanations are effective and not misunderstood.

Self Discipline and Responsibility

- How personal confidence and maturity impact in every area of influence and interpersonal communications. Learn how with practice you can exercise a range of behaviour choices to build confidence and achieve more with others at work and beyond.

Presented by Brian Greedy

Brian is one of Australia's leading professional speakers in business development.

Each year he delivers speeches, seminars and workshops for clients in all states, NZ and the UK.

He draws from over 25 years grassroots business experience in management, marketing and sales, including the development of highly successful food distribution business from start up to a multi-million dollar turnover.

An engaging and inspiring presenter with a pragmatic “how to” approach in communicating his knowledge makes him one of Australia's most sought after business speakers and trainers.

“Excellent program with very practical ideas you can use with people at all levels.”

Helen Smith NSW Nursing Assoc. Camperdown NSW

Read more of what others have said about Brian Greedy's programs at www.briangreedy.com



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