



TRAINING SESSIONS

**PURSUIT**  
PEOPLE SOLUTIONS

**LUNCH & LEARN**

## Dealing with Challenging People

### COURSE OBJECTIVE

For participants to develop a broader understanding of challenging/ difficult people and have more strategies for dealing with people.

### COURSE CONTENT

- Defining challenging or difficult behaviour.
- How to decide if someone really is difficult.
- What makes people difficult?
- The motivation behind difficult behaviour.
- Types of difficult behaviour and useful strategies.
- Wrap up and evaluation sheets.

### WHO SHOULD ATTEND? *Anyone who would like to:*

- Have more strategies for responding to difficult people.
- Utilise effective communication skills to voice a positive response.
- Feel more valued, more appreciated or more supported in their job role.
- Make their interactions with clients and work colleagues easier.

### COURSE RATIONALE

This session will give participants an understanding of different types of challenging behaviour and appropriate responses to difficult people. It also provides the attendees with ways to get through to difficult people when they are behaving badly including some quick and easy techniques that can be applied to every situation.

**CALL TODAY**  
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