



TRAINING SESSIONS

PURSUIT
PEOPLE SOLUTIONS

LUNCH & LEARN

Dealing with Challenging People by Phone & Email

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.
- The motivation behind difficult behaviour.
- Strategies to stop disagreement escalating to conflict.
- 4 email essentials.
- Getting the tone of the email right.
- Wrap up and evaluation sheets.

WHO SHOULD ATTEND? Anyone who would like to:

- Have more strategies for responding to difficult people by phone and email.
- Utilise effective communication skills to halt negative responses.
- Feel more valued, more appreciated or more supported in their job role.

COURSE RATIONALE

This session will give participants an understanding of the motivation behind challenging behaviour and provide workable strategies to halt disagreement. 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.

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