

Do you wish you could deal with personality problems quickly and easily?

Do you spend too much of your time and energy dealing with negative or disruptive behaviour ?

Managing *Difficult* Behaviour

Imagine having the skills to deal easily with awkward, negative or difficult behaviour

The answer is here. In one short, effective and valuable seminar we give you the skills you need. You will learn practical tips, methods and techniques that will transform the way you **deal with awkward, negative and difficult behaviours**

Learn the simple secrets that underpin ALL behaviour problems. Deal quickly and easily with ANY negative behaviour. Turn around behaviour that takes time and energy to deal with. **Deal with the 'problem' BEFORE it becomes a problem**

The expectations and pressures of modern day business can sometimes make both co-workers and customers more difficult, negative and sometimes **aggressive or threatening** in the way that they deal with us. We often feel that much of our time is spent dealing with negative and difficult behaviour

Unresolved conflict and disagreement due to difficult behaviours can be one of the major contributory factors in poor performance in the workplace

The ability to recognise, **effectively manage** and deal with those difficult and negative behaviours has become a necessary part of the skills required in our professional and personal lives today

Difficult behaviour can leave us distracted and **unable to cope effectively**. Our time, energy and sense of well being are affected by difficult situations and negative behaviours that we come across in all aspects of our lives. This impacts on our emotional well being, which is critical for us to maintain if we are to be able to live and work effectively

We are often **dealt with unfairly** by others, but feel we cannot protest because of the behaviour it might invoke in them. Negative attitudes and behaviour can take their toll on both our well being and work performance. If we are properly prepared, we can deal with these difficult situations

Other peoples behaviour, whether customers, co-workers or superiors, can often lead to **conflict, stress and resentment**. These are common problems. Your ability to positively influence those people directly with confidence, whilst maintaining self respect is crucial to efficiency in the workplace

Managing Difficult Behaviour is a practical and easily absorbed seminar that gives you the skills, tips and techniques you need, to deal with difficult behaviour in both your professional and personal life

Key learning areas...

- Find out what causes 'difficult' behaviours and how to manage them
 - How **people** create problem behaviours in themselves and others before they even speak
 - Identify and deal with **behaviour problems** before they happen
 - Learn the two **underpinning** beliefs about ourselves and other people that produce all behaviour problems
 - Spot the trigger points for difficult behaviours and learn **practical steps** to deal immediately with them
 - Understand why** people behave differently in different situations
 - How we **set up** ourselves and others to produce difficult behaviours
 - Understand the **motivators** for and the payoffs people achieve from their aggressive or passive behaviour
- Recognise '**black hole**' behaviours that suck you in and learn how to deal with them
 - Deal with depressing behaviour. How to **deflect despair, whingeing and apathy**
 - Learn the **three keys** to dealing successfully with difficult behaviour and the instant check to make sure you're using them
 - Deal with aggression** once and for all - find out why the most commonly taught techniques don't work
 - Turn around behaviours** that drain energy away from you
 - Learn how to **say NO** in an OK way
 - Avoid upward delegation and ensure that you **get the support** you need
 - Spot **manipulative behaviour** and deal with it quickly and effectively

Who should attend?....

Anyone who has dealings within their company or with outside clients, customers or suppliers, that would like to deal with difficult behaviour more effectively

...all in three hours?...

here's what People Management Magazine has to say

"the evidence suggests that the bite-sized workshop does deliver"

Make the commitment now to attend

Managing Difficult Behaviour

**Don't just take our word for it, our customers are our best recommendation -
What do they have to say about this seminar, here are a few comments.....**

Powerful content - will change my outlook and outcomes
Paul Saltis - Hodgson Sealants

Very helpful, I shall apply this to every aspect of my business life and more importantly my personal one! Looking forward to more like this
Rick Wilson, Your House of Finance

Very well presented, informative and helpful
Pamela Fox, Manor Park Cemetery

The best (of many) that I have ever attended
Philip Meaden, Morley College

Relevant, the skills we should all be aware of
James Dobson, KODOS Systems

Very good and did what it said on the tin!
David Bishop, Saffery Champness

Enlightening and interesting, providing positive ways to deal with difficult situations
Pat Leatherhead - Circuit Logistics

Excellent insight into behaviour of both managers and those being managed in the workplace and life generally
Louise Holroyd - Hempsons and District Law Society

Clear, useful and made complete sense
Jane Harrison - Arts Ed London

Fun but real, covered true issues in business and expressed a solution that would work
Paul Mayhew, Twilight Zone Engineering Ltd

Good pace, good flow, real examples & applicable in the workplace
Julie Smith - KUSCO

Strong direction in dealing effectively with behaviour problems
Penny Rodriguez - CMR Consultants

Concise, Excellent, informative session providing useful transferable tools to use
Jane Aslett, IOW Chamber of Commerce

Take the time to attend the ***'Managing Difficult Behaviour'*** seminar and make sure you learn how to manage difficult behaviour and become more effective in both your professional and personal life

How much is all this?

Just £97.00! (+VAT)

Group Rates: 5 - 9 £87.00; 10+: 82.00. Discounts given for charities

BiteSize Seminars

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How to Book

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Managing Difficult Behaviour

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BOOKING HOTLINE

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BiteSize Seminars

Payment can be made by credit/debit card, cheque or transfer

Location and Booking Details for "Managing Difficult Behaviour "

Friday 23rd June	London	The Kensington Close Hotel - Wrights Lane, London W8 5SP
Monday 3rd July	Manchester	The Midland Hotel - Peter Street M60 2DS
Tuesday 4th July	Harrogate	The Majestic - Ripon Road, HG1 2HU
Wednesday 5th July	Birmingham	The Thistle Hotel - St Chad's, Queensway, B4 6HY
Thursday 6th July	Oxford	Cotswold Lodge Hotel - 66a Banbury Road, Oxford OX2 6JP
Monday 17th July	Guildford	The Manor House Hotel - Newlands Corner, Guildford GU4 8SE
Tuesday 18th July	London	The Kensington Close Hotel - Wrights Lane, London W8 5SP
Wednesday 19th July	Cambridge	University Arms Hotel - Regent Street Cambridge CB2 1AD

1.30pm registration for 2pm start to 5pm. Workbook, Tea & Coffee provided

BiteSize Seminars

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