



**MASTER
BUILDERS
VICTORIA**

DEALING WITH DIFFICULT SITUATIONS AND PEOPLE

OUTLINE:

Dealing with difficult people and situations is essential in interacting with others in our work. Sometimes, we need to deal with difficult people in the workplace. It is important to identify the reasons why we experience these people to be difficult.

It is also very important to explore how we felt and behaved during these challenging times.

By understanding what happened and how we responded, we can develop helpful strategies to successfully communicate with the difficult

OUTCOMES:



Gain strategies for dealing with difficult situations and people



Gain strategies on dealing with outraged people



Gain strategies on dealing with the emotionally distressed



Learn to adjust your approach when faced with difficult situations.

DEALING WITH DIFFICULT SITUATIONS AND PEOPLE



TARGET AUDIENCE

From recent graduates to experienced managers — can apply to master their interactions with a range of difficult people and situations in their workplaces and in their lives.

COURSE DURATION:

1 day

COURSE CONTENT:

Session 1, Difficult people:

Focuses on dealing with difficult conversations and improving the processes in which we communicate with others.

Session 2, Outraged people:

Focusing on managing situations where a person is outraged.

COURSE DELIVERY:

This course is delivered utilising our unique combination of classroom style learning, feedback workshops and allows participants to practice in a fully immersive simulated building site.

Participants are given the opportunity to practice and apply newly learnt skills and knowledge when confronted with everyday challenges and personalities experienced on site.

Learning is reinforced and enhanced in our simulation sessions with a team of highly trained specialist actors. Participants are given the opportunity to negotiate, problem solve, communicate and provide advice to site personnel, management and subcontractors.