

## Dealing with Challenging People using Emotional Intelligence and effective Communication Skills

### INTRODUCTION

When people are dissatisfied, whether they are colleagues or customers, situations which arise can be difficult to handle. This course looks at identifying with our communication styles and how these and utilising the skills of Emotional Intelligence can assist us with challenging situations.

### COURSE OBJECTIVES

*By the end of the course, delegates will have:*

- **Identified** with verbal and non-verbal communication styles
- **Identified** the skills of Emotional Intelligence
- **Identified** how these skills can be utilised to diffuse situations
- **Used** difficulties as a source of continuous improvement
- **Practised** handling difficult situations without being defensive
- **Practised** diffusing difficult situations and ensuring the customer appreciates the best possible service
- **Reviewed** how to use social competencies to handle relationships to achieve positive results
- **Developed** an individual development plan for implementation in the workplace

**COURSE DURATION:** 1 Day Course

### COURSE CONTENTS

#### Communication Styles

Verbal and non-verbal  
How are we perceived when communicating?

#### Introduction to Emotional Intelligence

How these skills can improve situations with challenging people

#### Reasons for behaviour

Conflict avoidance  
Passive behaviour  
Aggressive Behaviour  
Assertive Behaviour

#### Managing Challenging People/Situations

Conflict Management  
Conflict Mismanagement  
The five reactions to conflict

#### Conflict Resolution

Steps to resolve conflict  
Practical exercises

#### Individual Action Plans

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