

# Dealing with Challenging Situations

Darwin

**Human Resource &  
Computer Academy**

*training for your future*

## GENERAL INFORMATION

### Duration:

Full Day: 8:30am - 4:30pm

### Investment:

\$445 GST - Exempt  
*Includes training reference material*

### Who should attend?...

Anyone who deals with difficult situations and / or people in the workplace, whether this is on the phone, over the front counter or with another colleague. This workshop will have a very practical and hands on approach, in order for you to take away some skills and techniques to apply immediately.

## CONTENT

### Section 1:

#### What happens in the workplace?

- Explore behaviours of “difficult people” and their needs
- Learn to minimise risk through your own actions
- Learn to stay calm

### Section 2:

#### Techniques to deal with the challenges

- Learn effective verbal techniques
- Cope more effectively with difficult Customers
- Manage your emotions and reactions in the workplace
- Explore the impact of stress in challenging situations

### Section 3:

#### Listening techniques

- Explore what makes listening crucial to good communication
- Improve listening effectiveness
- Take in account the need to consider diversity when communicating with people from other social/cultural backgrounds
- Minimise misunderstandings and reduce potential barriers in the communication process

### Section 4:

#### Preparing to negotiate

- Identifying the issue/ problem at hand
- Determining the goal or outcome of the negotiation
- Conducting the negotiation
- Evaluating and Reviewing the negotiation process

### Section 5:

#### Positive lifestyle habits

- Increasing your emotional Intelligence
- Recognising and dealing with stress

For bookings contact:

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COURSE OUTLINE

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