



Course Title	Managing Difficult People
Duration	1 day
Overview	To provide delegates with practical tools to assist with 'Managing Difficult People' and to enable the delegate to return to their organisation and implement the learning.
Key Course Topics	<ul style="list-style-type: none">• Learn how to create positive outcomes with difficult situations and people!• Eliminate your frustration and stress.• Gain cooperation from difficult people.• Deal with negative behaviour.• Succeed with people and problems.• Create positive changes in your relationships.• Replace anxiety with <u>strength and confidence</u>.• Be a more effective problem solver when dealing with difficult people.• Enhance your interpersonal skills.
Cost	£150 + VAT per delegate
Venue	'Bryngarw House' Bridgend
Who Should Attend	Suitable for managers, leaders, team members, those managing change.
Follow Up	1-2-1 or group support available
Entry Requirements	None
Time Table	9.00 – 16.30 as per web site calendar.
Course Qualification	Course Certificate
Study Mode	Part Time, day release Workbook based with case studies.
Pre Course Questionnaire	None
Related Courses	All

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