

Dealing With Difficult People

This 1 day course is for people who find they have to deal with anyone they find 'difficult'.

It explains why some people seem to be difficult, even if they don't mean to be.

It looks at why people behave the way they do and how different people can have very different ways of seeing the world and of communicating.

It gives practical advice on how to handle different kinds of people and how to avoid, or manage, conflict.