



ARIVU
Empower • Innovate • Perform

Managing Anger & Difficult Behaviour in People (1-day)

For people who want to deal with challenging attitudes, many of us face difficult encounters with colleagues that can have serious repercussions for the whole staff team. They could be about handling conflict and conflict resolution to handling difficult people and behaviours.

This course will equip you with tools and techniques for dealing with different types of situations; giving you the confidence and the understanding you need for effective management of difficult people and situations.

You will learn how to effectively communicate with difficult team members whilst ensuring a positive outcome and learn how and when to tackle specific issues.

By understanding other people's motivations and trigger cycles we can easily identify and deal with behavioural problems before they happen and deal with conflict and aggression effectively. We can understand the games that people play and reframe responses using transactional analysis and other psychological interventions. This will build your own personal confidence and assertiveness to tackle anything that comes your way.

What others have said about these courses:

"This training course was excellent – I have gained techniques that can be used for a range of situations. Everything that was covered will be very useful in how I manage others and in my work."

- Charlie Lawson, Fast Track

To find out more about this course or to enquire about prices, training dates and locations, please contact us on **0871 237 6767 or email us at [**info@arivu.co.uk**](mailto:info@arivu.co.uk)**

[**www.arivu.co.uk**](http://www.arivu.co.uk)

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