

## Dealing with Difficult Issues

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### Learning Outcomes

Create strategies and practical techniques for dealing with difficult coaching issues.

### What you will need:

Sticky notes and pens

"Difficult Situation" cards

### Content and suggested timings:

Your worst-case scenario	10 mins
Case studies	30 mins
<b>Total duration:</b>	<b>40 mins</b>

**Note:** If you have delegates who are not confident with managing staff or managing difficult situations, you might wish to extend this exercise to one hour to allow for lots of discussion time and sharing of ideas.

### Your worst scenario...

Ask delegates to identify their worst coaching scenario. Using sticky notes ask your delegates to write down the situations that they would find most difficult. (Just one difficult situation per sticky note). They should then stick these onto the flipchart where you can group similar issues together.

An alternative: If you prefer you could issue lots of small squares of paper and ask delegates to write their ideas on to the paper and then drop into the bucket/bin you have provided. You can then draw these out one by one and show them to the group or lay them in groups on a table.

The issues/situations that delegates will suggest are likely to include:

- ▶ Aggressive/rude/arrogant/loud/angry employees
- ▶ Passive/soft/dismissive/employees
- ▶ Dealing with people who are older or more senior than you
- ▶ Dealing with people of the opposite gender
- ▶ Dealing with employee personal problems (relationships, finance)

- ▶ Employees who are not self-aware and do not listen
- ▶ Dealing with people who are stressed
- ▶ Dealing with people who do not speak your language well enough to properly understand what you need to say
- ▶ Dealing with people of very different cultures or cultures you are not familiar with

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