

Difficult and Aggressive Behaviour

10

Learning outcomes:

- Examine a process to manage conflict
- Identify difficult and aggressive behaviour
- Distinguish how to turn a challenging situation into a win-win

What you will need:

- Handout 25 – Managing conflict: four easy steps
- Handout 26 – Assertive versus aggressive behaviour
- Handout 27 – Behavioural choices
- Handout 28 – Dealing with conflict and difficult behaviour

Content and suggested timings:

An overview of managing conflict situations	20 mins
Identifying difficult and aggressive behaviour	25 mins
Our behavioural choices	10 mins
Dealing with conflict and difficult behaviour	35 mins
Total duration:	90 mins

An overview of managing conflict: four easy steps

Conflicts are nearly always caused by people having different points of view.

Either issue delegates **Handout 25** – managing conflict: four easy steps now and talk them through the following or issue the handout afterwards as a summary.

In order to prevent and manage conflict, we need to:

1. Attend to the other person's needs first
2. Explore the 'needs' behind the 'wants'
3. Invite the other person's solution
4. Build for a win-win

H

P

1. Attend to the other person's needs first

- ▶ Actively listen to their concerns

- ▶ Use appropriate non-verbal communication
- ▶ Accept their concerns are real to them even if you do not agree with them
- ▶ Ask them what they want from you

PLEASE NOTE: This is a one-page sample only. If you would like to download a full one-hour module and you are a new customer, then email us: help@trainingwizard.co.uk and we will provide you with a discount code so you can download any module for £5+VAT.