

# *Dealing with Difficult Situations*

## *Thursday 24<sup>th</sup> November*



- Do you dread dealing with particular individuals?
- Do you want to feel more confident when dealing with challenging individuals?
- Do you want a more successful outcome from relationships with certain individuals?

If you have answered yes to any of the above, then this seminar will be a valuable use of your time. It will bring you real benefits in your day job, whatever your role within an organisation.

This programme will equip you with the essential techniques to effectively deal with difficult situations, individuals and personalities.

You will learn how to:-

- ✓ Describe a behaviour model and outline its uses in dealing with difficult situations.
- ✓ State a range of influencing styles to help support you when dealing with difficult situations.
- ✓ Demonstrate basic assertiveness techniques that can be used when dealing with difficult situations.
- ✓ Describe and demonstrate your understanding of different communication styles and how to use them more appropriately.
- ✓ Generate a plan of action to ensure that the repeat of difficult situations is minimised.

The programme will be participative with opportunity to develop your new skills during the day, so you can effectively put them into practice from day one.

### **Thursday 24<sup>th</sup> November 2011**

To be held at the Nuthurst Grange Hotel, Solihull (5 minutes from Junction 4 of the M42).

Cost

ISACA members £145 + VAT (£186)

ISACA non-members £295 + VAT (£354)

Or £350 + VAT (£430) to include ISACA membership through to December 2012.

This cost includes:

Morning & afternoon tea/coffee, lunch, course materials.

To book your place on this seminar, please email Mike Hughes:  
[mike.hughes@123consultants.com](mailto:mike.hughes@123consultants.com)

