



BITE-SIZE LEARNING

DEALING WITH DIFFICULT BEHAVIOUR

Bite-size training sessions: manageable portions of expertise, designed to fit in a lunch hour.

We look forward to joining you for this bite-size learning


carefully tailored training

Dealing With Difficult Behaviour At Work

Sometimes we have to work with people we find difficult. This short session looks at the behaviours that make people difficult to work with and offers ideas on how to improve challenging working relationships. You will consider your own communication style and how this might help or hinder your interactions with others and gather hints and tips to encourage your interactions with others to go more smoothly.

By the end of this workshop you will be able to:

- Identify and describe difficult behaviour at work
- Recognise the elements that create difficult situations and recognise what helps and hinders our communication
- Analyse your own communication style
- Select from a range of strategies to manage difficult behaviour when you encounter it

What is bite-size learning?

If times are hard, the training budget is one of the first things to feel the squeeze. Yet research shows that those organisations who choose to continue with their learning and development plans out-perform those who do not. Bite-size learning is a great way to keep on top of training efficiently and cost-effectively.

Designed by Dr Lesley Aitcheson and Cerulean's team of learning and development specialists, our bite-size learning has a proven record with many organisations including top universities, charities, trusts, corporations, and councils.