

Dealing with difficult people

A Bupa Employee Assistance Workshop



The ability to cope with difficult people and situations both internally and externally is becoming more and more important in the workplace. If these situations are not managed effectively this can be a source of stress for an individual, which over a period of time can impact on performance and morale.

The aim of this workshop is to equip individuals with the key skills to deal with a range of colleague, customer and employee behaviours. This includes assisting participants to understand and acquire basic counselling skills, and to be able to use them appropriately in their position within the company.

Full day workshop £1,250

Half day workshop (four hours) £850

Ideal group size is between 8 and 15, however, the workshop can be adapted for groups of any size.

Workshops can be tailored to the participants attending the training. For example if the course is for managers it will be tailored to focus on key people management issues ie dealing with a difficult employee.

Bupa Wellness offers a wide range of psychological services including Employee Assistance Programmes, critical incident response, training and consultancy services.

For more information or to book, please contact your Bupa Account Manager.

The workshop will cover the following topics.

- Counselling defined - what counselling is and what it is not.
- An introduction to practical counselling.
- Develop an understanding of how individuals react and behave under pressure.
- Different types of communication styles (eg directive and non-directive).
- Effective listening and responding skills - rapport building and active listening skills.
- Diffusing conflict.
- Concluding a difficult conversation.
- The use of counselling in the work context - practical and ethical issues including boundaries and confidentiality.
- Skill practice and role play.