

Conflict Resolution: Dealing with Difficult People

This workshop is designed to help people who have difficulty with confrontation. What underpins the session is how to change yourself and how your attitude will help change the situation and offer improvement. Most of us blame the other; "If only they were different, I would be less angry". In the workshop we look at the impossibility of this, and how we can help ourselves and ultimately, the other.

There are three main types of behaviour, which affect our daily actions. We will examine these, looking at how we behave and then which one we find most difficult to deal with. We will also look at how we can improve our practice through adopting adult and non-emotional communication techniques. We will then apply such techniques to the most common difficult people situations.

Among the topics to be covered are:

- Assertive, aggressive and submissive behaviours
- Bringing everything to an "adult" level
- Influencing difficult people non-verbally
- The language of influence
- How to increase your "power"
- Learning to deal with criticism
- Keeping your cool even when provoked
- Giving difficult feedback

Objectives

The workshop will help participants to:

- Take time out to examine their current practices and reflect on areas for improvement
- Apply their understanding of behaviour and behavioural trends to their management of difficult situations
- Use their understanding of Transactional Analysis in their communications
- Confidently apply influencing strategies to get people to do what they want them to do
- Have a better appreciation of power: how it is used and misused, understood and misunderstood
- Apply techniques for listening, dealing with criticism and keeping calm under pressure
- Confidently provide feedback that receives the right result from the listener

Participants will be provided with workshop handouts.

Presenter

Sharon McNeish B.Ed.(Hons), M.Sc., M.B.A is Managing Director of Boldbrackenridge. Her career in higher education began in 1981, first as a physical education teacher, then as a head of department and latterly as the Head of the Student and Staff Support Division in the University of Glasgow. The services of her company reflect Sharon's passion for enhancing the student experience and for improving management and leadership particularly at middle management level. Her motivational delivery, often drawing on her own experiences, has brought many of her clients from across the UK and Ireland back to Boldbrackenridge.

Participants

This workshop is for front line managers and supervisors working within university hospitality, including conferences and events, student accommodation, catering and facilities management.

Date and Venue

Wednesday 19 May 2010; registration is from 0930. The seminar starts at 1000 and ends at 1530. It will be held at the Fielder Conference Centre, Hatfield Business Park, University of Hertfordshire. This is Conference Hertfordshire's non-residential conference centre, which is close to junctions 3 and 4 of A1(M) and Hatfield railway station, which is 25 minutes from London King's Cross. Full location and access details will be sent to participants. There is more information at www.conferencehertfordshire.co.uk.

Fee

The fee for this non-residential seminar is £185.00 plus vat, which includes seminar materials, training costs, refreshments and lunch. If you require overnight accommodation there is a Travel Inn at Hatfield, one at Welwyn Garden City, 6 miles away and several others nearby, www.premiertravelinn.com. There is also a Travelodge very close to The Fielder Centre at the Hatfield Business Park and several others nearby, www.travelodge.co.uk.

To make a seminar reservation please go back to our booking form which may be completed on-line or off-line. May we respectfully draw your attention to the UhS business terms, which are on the seminars page of our web site and on the booking form?