

Dealing with Difficult People



Presented by Dave Stott

Dave is a highly experienced behaviour management expert, who specialises in all aspects of emotional literacy, anger management, and whole-school initiatives around inclusion. He has over 30 years of teaching experience across all key stages at teacher, headteacher and county manager levels.

£299 + VAT

Make sure you ask about additional delegate discounts

Learn how to handle:

– bullies – moaners – procrastinators – killjoys

Defuse aggression with parents, teachers or colleagues

Manage behaviour that leads to difficult situations

Understand demanding relationships and how to make them work for you

**BEST
SELLER!**

Be inspired to change

Learn how to be calmer and more confident
Recognise triggers and convert to action
Develop a style for managing relationships and situations
Control your reactions to demanding people

Practical skills to transform professional relationships:

– The golden rules of saying 'no!' – Active listening
– 12 ways to build relationships – Communication
– Dealing with difficult situations – 12 behaviours to avoid

Action plan to transform your workplace

Create a calmer environment
Happier colleagues equal happier students
Embed constructive feedback into work relationships
Help others to achieve their potential

"A very informative course that has given me advice and food for thought in my new Acting Head role. Thank you!"

Joanne Barker, St Pauls Peel CE Primary School

"Very interesting with a good mix of listening to theory and discussion points. Practical examples used well and good course booklet. Reflection time included."

Jill Hankinson, Westleigh St Pauls CE Primary School

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Call 01790 755 783 to run this course in your school

Delegates receive

- ✓ Assertiveness skills
- ✓ Techniques to keep positive
- ✓ Ways to stay in control
- ✓ Lunch and refreshments
- ✓ Online post-course support
- ✓ Delegate file including CPD certificate

