

MANAGING DIFFICULT PEOPLE WORKSHOP IN OXFORD

HEALTH COURSES & CAREERS UPDATE

Boundary House, Boston Road, London W7 2QE * Tel: 020 8434 3647 * Fax: 020 8434 3599
e-mail: info@healthcourses.co.uk

One Day Workshop in Oxford

MANAGING DIFFICULT PEOPLE

Wednesday - 6th May 2009

To book your place please click here
<http://www.healthcourses.co.uk/booking.htm>

Oxford - Holiday Inn

www.healthcourses.co.uk

This course is for NHS staff responsible for leading a team

www.healthcourses.co.uk

A certificate of attendance will be provided

- * Win-Win outcomes to solve difficult people issues.
- * Feedback and Negotiation Skills to manage difficult people.
- * Resolve conflicts to make a happier and more productive team.

A one-day workshop for public sector managers,
which explores the challenges of managing difficult people.

The workshop will provide opportunities to understand and use win-win solutions to resolve difficult people issues and allow you to create a more productive and harmonious working environment.

Course Fee is £197 + vat (including lunch, refreshments & workbook)

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Here's what delegates say about our courses:

I look forward to the next meeting with my difficult people

'A very useful and informative day. Thank you.'

'Enjoyed the day and have useful tips to take

back with me to use in my team'

'I have found the course very helpful'

'Useful course - will attempt to apply learning to current staffing situation'

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Feedback and Negotiation skills for NHS staff.

Registration and coffee from 9.00 am. The course starts at 9.30 am and finishes at 4.00 pm.

The Workshop will be highly participative and there will be plenty of opportunity to work on case studies, review your personal experiences of Managing Difficult People, practice new ways of communicating and take away practical tips for improving the way you manage your team.

Workshop Objectives

- * To understand how and why conflicts arise in the workplace.
- * To manage your Difficult Person.
- * To develop awareness of the styles people use to resolve conflict.
- * To identify the link between Difficult People and conflicts at work.
- * To identify your own preferred styles in dealing with conflict.
- * To appreciate your choices when dealing with Difficult People.
- * To be more in control of Difficult People situations.
- * To understand how to effectively negotiate with Difficult People.
- * To understand how to effectively feedback to Difficult People.

Here are some recent comments from delegates:

'Information learnt today will help me in the future, it gives me more scope and more options dealing with staff'

'The content of the day covered many areas associated with dealing with difficult people, it was just right. Not too overwhelming and has given me some good food for thought'

' It was good to see how ideas could be applied to real situations '

'Very useful & practical, learnt techniques to put into place at work'

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All delegates receive a Training Day Education Pack with useful approaches, techniques and information to support you in Managing Difficult People.

Lunch will be provided together with tea and coffee breaks during the day.

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Any enquiries, please contact Sandra Davies, Health Courses & Careers Update, Boundary House, Boston Road, London W7 2QE.

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