



TRAINING THAT DEVELOPS  
*REAL CAPABILITY*



**Dealing with Challenging Situations  
and People**

LPD003

## Dealing with Challenging Situations and People

In the workplace being able to understand and deal more effectively with everyday challenges such as differences of opinion, working styles and personality clashes is a recognised and valued skill.

Learning how to deal with challenging people and circumstances in and outside of the workplace assists in personal development, professional development and growth of an individual.

This programme aims to introduce you to core tools and techniques for managing yourself and ultimately, the situations you find yourself in. This will assist you in creating better relationships and working with others towards win/win solutions in the workplace.

### Duration & Price

Duration: 2 days

Delivery mode: This programme is available In-Company

### Dates & Locations

*In-Company training programmes are customised for your organisations specific needs. Most In-Company training is now delivered virtually.*

### In-Company Training

Please [contact us](#) for more information on our In-Company training options

### What's covered?

- The value of self-awareness and its role in managing ourselves in dealing with challenging situations and conflict
- Understand different types of situations and behaviours which challenge us
- Using an assessment tool to gain an awareness of our preferred working style, and the strengths and challenges this poses when dealing with different circumstances and behaviours
- Learn and practise the 6 communication essentials which will enhance your ability to deal with conflict
- Learn how to lead a conversation ensuring input, engagement, and rapport
- Understand different types of situations which arise in groups and teams and the options available to ensure positive outcomes
- Learn how to effectively evaluate challenging interpersonal situations which arise and apply different tools for ensuring personal effectiveness and confidence in their management.

## Who should participate?

Anyone who has experienced challenging situations or conflict in or outside of the work place and wants to learn and practice using tools and techniques for dealing with these in an effective and safe way. During the application process we will take the time to discuss your needs and expectations to ensure that this program is a good fit for you. Our courses attract diverse and motivated people from a wide range of backgrounds. We find the learning experience co-created with such a diverse and committed group is very powerful. We believe you will too.

## What will I learn?

Participants achieve the following learning outcomes from the programme;

- Have an increased awareness of themselves in the context of how they respond and react to challenging behaviour and situations
- Have an understanding of and apply specific tools and techniques which will enable them to deal confidently and competently with others
- Learn and have applied essential communication skills in the context of managing conflict
- Be able to identify different types of conflict and understand how to manage each one effectively

## How do we train and support you?

Building on over 40 years combined experience in human resource learning and development; the tutor utilises an experiential learning approach to their programmes. This methodology of learning provides an opportunity for learners to engage with, experience and apply the learning in a practical way and also provides the opportunity for learners to receive feedback on their newly applied skills. The opportunity is also provided to learners to reflect on the full learning experience and how this might be of value to them in the achievement of their learning goals.

To assist and continue with skills development, we facilitate via email a post learning reflective practice utilising skills practice sessions recorded during the course. This assists delegates in embedding new learning, gives further support and enables them to define any further actions required.

This program offers one to one or group coaching as an additional element to further support the delegate and embed the learning process.

## Tutors



**Gina Ryan**  
[View Profile](#)

## What Our Learners Say

We believe in excellence through transparency and continuous improvement. That's why we invite all our delegates to share their experiences on [CourseCheck.com](https://www.coursecheck.com), an independent platform dedicated to genuine, unfiltered feedback. Learner insights help us not only to enhance our training programmes but also empower potential learners to make informed decisions. Click on the link below to read firsthand experiences and testimonials from past learners.



[Click Here](#)



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