

Leadership & Management Development



2.3 Dealing with Difficult People & Challenging Situations

The programmes within this Personal Development pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening for individuals and teams within your organisation. What begins as a request for confidence, resilience or mindset support often reveals something deeper – identity, self-belief, emotional commitment or the ability to navigate change.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how people see themselves, how they show up at work and what inner shifts are required to unlock stronger performance and fulfilment. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Communication, Management and Leadership, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

Course Overview

Challenging behaviours and difficult situations can disrupt performance, relationships and morale if not managed well. This one-day programme provides practical tools for responding calmly and constructively when tensions arise.

Participants will learn communication techniques, conflict resolution strategies and ways to maintain personal control under pressure. They will leave with greater confidence to protect working relationships while achieving positive outcomes.

Who Should Attend

This programme supports professionals who:

- Manage or influence others
- Work with customers or stakeholders
- Encounter interpersonal conflict or resistance
- Want to strengthen emotional control in high-pressure scenarios

Relevant to all roles and industries.

Context

Not every interaction is easy. Conflict, frustration and misunderstanding can damage relationships and impact team performance if not handled constructively. Leaders need the skills to manage tension with confidence and empathy, while supporting positive outcomes.

At Expleo we help individuals maintain professionalism, reduce stress and respond thoughtfully even in uncomfortable situations. This programme provides strategies to understand behaviour, protect working relationships and navigate issues calmly and effectively.

How Certification is Earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

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Course Objectives

By the end of the programme participants will be able to:

- Identify common sources of difficult behaviours
- Communicate assertively and constructively under pressure
- Manage their own emotions and stress responses
- Use conflict resolution techniques to improve outcomes
- Strengthen rapport and trust with those they find challenging
- Build resilience and maintain professionalism in difficult moments

Course Outline

1. Understanding Behaviour in Challenging Situations

- Why difficult behaviours occur
- Recognising triggers and patterns

2. Communicating to Reduce Tension

- Active listening and maintaining respect
- Assertive expression of needs and boundaries

3. Emotional Self-Management

- Staying composed in pressured conversations
- Practical mechanisms for emotional control

4. Conflict Resolution Approaches

- Finding solutions that benefit both sides
- Moving discussions forward with clarity and fairness

5. Building Positive Interaction

- Strengthening rapport where trust is low
- Encouraging collaboration and mutual respect

6. Personal Resilience and Wellbeing

- Techniques to manage stress and prevent escalation
- Reinforcing professional behaviour under pressure

Training Methodology

A highly interactive learning environment including:

- Role-play and practise scenarios
- Group discussion and peer insights
- Tools and techniques for immediate workplace use
- Personal reflection and facilitated feedback

Delegates leave with practical strategies they can apply right away when facing behavioural challenge.

Contact

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