



OBT

## OBT Course Outline

### 14. DEALING WITH DEMANDING PEOPLE ASSERTIVELY

<b><i>Main Aims and Key Benefits:</i></b>	Dealing with demanding people and handling complaints can be difficult and stressful – especially for someone new to these situations. This one-day programme has been designed to give the skills required to cope with these challenges in a professional and assertive manner
<b><i>Course Content:</i></b>	<ul style="list-style-type: none"> <li>▪ The basic principles of assertiveness</li> <li>▪ Identifying assertive, submissive and aggressive behaviour</li> <li>▪ Identifying own 'work style' and that of colleagues</li> <li>▪ Maximising cooperation and reducing conflict</li> <li>▪ Interacting with submissive and aggressive people</li> <li>▪ Four types of assertiveness</li> <li>▪ Identifying and dealing with demanding people face-to-face and on the telephone</li> <li>▪ Using assertiveness in the workplace</li> </ul>
<b><i>Training Methods:</i></b>	<ul style="list-style-type: none"> <li>▪ Presentations</li> <li>▪ Syndicate exercises</li> <li>▪ Group discussions</li> <li>▪ Role plays</li> <li>▪ Personal Action Plans</li> </ul>
<b><i>Who will benefit from attending:</i></b>	Assistant Bursars, Lodge Porters, Office Personnel and Supervisors, Sales and Events team
<b><i>Duration:</i></b>	1S day
<b><i>Certification:</i></b>	OBT and Progressive Training
<b><i>Training Provider:</i></b>	Progressive Training