

The Secrets of Dealing with Difficult People

FOR SCHOOLS

The Problem

Do you or your staff ever have to deal with people who:

- Give backhanded compliments?
- Break commitments and don't care?
- Use unacceptable language?
- Yell and scream?
- Interrupt?
- Bully and threaten?
- Behave inappropriately?
- Lie?
- Are rude, negative, sarcastic, demanding, pushy or lazy?

Unfortunately, difficult people come in all shapes and sizes – parents and members of the public as well colleagues and staff. And just one of them can be enough to get you down and ruin your day.

When you don't handle these sorts of people well, things can escalate. They can easily become more badly behaved and more difficult. You can become stressed and perhaps say things you shouldn't.

And onlookers don't like it - they can become frustrated and annoyed. It can make for a pretty unhappy workplace - friction, frustration, disharmony and low morale. Staff can end up looking pretty bad. And so can the school.

If only these painful individuals would magically see the error of their ways and change their behaviour. Well don't hold your breath. It's not going to happen

What staff need are the strategies, skills and confidence to be able to communicate with REAL FLAIR and deal with poor behaviour and difficult people - effectively, efficiently and ethically.

A process staff can relate to

Hi. I'm Mark McPherson and I've developed a three-step process for successfully managing and dealing with poor behaviour and with difficult people. The steps are:

1. Nail the violation;
2. Tailor the strategies; and
3. Personalise your approach.

The steps help staff be diplomatic as well as assertive. And at the same time, deliver excellent customer service.

I've documented 52 types of people who are poorly behaved and difficult. But more importantly, I've developed a list of 'top strategies' for dealing with them. The strategies have been tried and tested in the real world – and they work!

I can also help you develop a set of Personal Conversation Scripts which are tailored and personalised to fit your specific needs.

And to top it off, I use Real Life Scenarios, Agent Provocateur Role-Plays and Real Life Rehearsals to help staff develop the skills they need to deliver the strategies when they're back at the coalface – where it counts!

About Mark

Mark helps CEOs, Managers, Business Owners, Consultants and their staff:

- Master tough conversations;
- Deal with difficult people; and
- Create workplaces where people always put their best foot forward and work together in harmony.

Mark's worked on the frontline and behind the scenes. He's been a: taxi driver; tourist guide; high school teacher; lecturer in health education; senior education officer (Family Planning Association; Drug and Alcohol Studies, TAFE; the Board of Studies; and Health); manager and team leader (NSW Health and Police); and independent researcher and consultant.

His formal qualifications are: MEd, BSc, GradDipEd, GradDipHealth, GradDipPsy & DipHyp.

Contact Mark

If you'd like to talk to Mark about what he does and how he can help, it's easy. Just go to the contact page of his website: www.markmcpherson.com.au

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