

# Professional



# Dealing with Difficult People and Difficult Situations

## About the course

During this half-day course participants will learn how to approach, deal and collaborate with difficult people in the workplace.

The course will explore the nature of difficult situations and examine how people react to different situations at work. It will explore what prevents us from having difficult conversations and provide techniques to create positive outcomes in difficult or challenging situations. You will learn to apply assertiveness techniques to respond to difficult situations without damaging relationships.

## Date

Friday 10 July 2020

## Time

9am-1pm

## Cost

Member: Full time: \$150

Member: Part time/relief/student: \$75

Non-member: \$250

Includes morning tea

## Facilitator

Vanessa Herbert  
PDT Consultancy

## Nominated Audience

Educators K-12  
Members and non-members

## Venue

SSTUWA Office  
1 West Street  
West Perth WA 6005  
(08) 9210 6035

## Outcomes

Within this context, participants will:

- Identify the common elements of a difficult situation.
- Analyse what works and what doesn't when dealing with difficult situations or behaviours.
- Identify the need for a difficult conversation and the costs of not having a conversation.
- Explore some typical emotional reactions to having difficult conversations (for both parties) and how to identify and manage them effectively.
- Explore how to plan effectively for the difficult conversation and identify the real focus.
- Apply assertiveness techniques to respond to difficult situations.
- Apply a process for resolving workplace conflicts.

## Teacher Registration Board of WA

Professional Standards for Teachers in WA

AITSL Australian Professional Standards for Teachers

**TRBWA**

Teacher Registration Board  
of Western Australia

### This training relates to:

Standard 4 - Create and maintain supportive and safe learning environments.

Standard 7 - Engage professionally with colleagues, parents/carers and the community.

**Professional**
**SSTUWA**  
 The State School Teachers' Union of W.A. (Inc.)

# Dealing with Difficult People and Difficult Situations

 Friday 10 July 2020  
 9am-1pm

Given name: \_\_\_\_\_ Surname: \_\_\_\_\_

 Union member  Yes  No Union ID no: \_\_\_\_\_

School/workplace: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

## Payment method

 Payment by school  Yes  No

 **Cheque**

Payable to: The State School Teachers' Union of W.A. (Inc.)

Post to: PO Box 212, West Perth WA 6872

 **Credit card**
*All information mandatory*

## Cost (Please tick)

 Member: Full time: \$150

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 Non-member: \$250

Card no: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Expiry date: \_\_\_\_\_ / \_\_\_\_\_

Cardholder's name: \_\_\_\_\_

Billing address: \_\_\_\_\_

Cardholder's signature: \_\_\_\_\_

## Please note

All courses must be paid for in full prior to attending. A 50 per cent cancellation fee will apply where a person cancels within three working days of the course date. The full course fee will be charged where a person cancels on the day of the course or fails to attend. All courses are run subject to minimum booking numbers. Courses will be confirmed at least two weeks prior to course date.

## Send completed form to

**SSTUWA Education and Training Centre**

 Email: [training@sstuwa.org.au](mailto:training@sstuwa.org.au)

 Or register online at [sstuwa.org.au](http://sstuwa.org.au)