



Ayre's-N-Graces Pty Limited

t/a **CTC** Customised Training & Consulting

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Dealing with Difficult Behaviour

✓ Step 1 – Select Subject

Subject – Dealing with Difficult Behaviour

Location – Client site

Prerequisites:

- A requirement to be adept at dealing with difficult personalities and situations.

What do you get:

- ☒ Experienced & qualified facilitator
- ☒ Targeted course outline
- ☒ Printed Courseware
- ☒ Electronic Certificate
- ☒ Digital Badge for LinkedIn profile
- ☒ Free 6 month email support

✓ Step 3 – Contact CTC

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Based on your chosen Subject and Topic selection, our expert team will advise the appropriate course length to cover your custom content and best delivery style to suit your needs. Three simple steps and you have a course tailored to you!

✓ Step 2 – Select Topics

Topics

- ☐ Define Difficult
- ☐ Root Causes
- ☐ Types of Negative Behaviour
- ☐ My Behaviour Patterns
- ☐ Brain Function
- ☐ Separate Facts
- ☐ Communication
- ☐ Bullies
- ☐ Dealing with Negative Behaviour
- ☐ Dealing with Aggressive Behaviour
- ☐ Assertive
- ☐ Emotional Intelligence
- ☐ Self-Preservation
- ☐ Resilience