

ORIGO®

Center for Meaningful
CoCreation

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HOW TO HANDLE DIFFICULT PEOPLE (IN DANISH)

CONCRETE AND PRACTICAL GUIDE TO TACKLING CONFLICTS



Wisdom In Action

HOW TO HANDLE DIFFICULT PEOPLE

CONCRETE AND PRACTICAL GUIDE TO TACKLING CONFLICTS

Language: The course will be in danish

Duration: 6 hours / full-day course eg from 9-16

At the Center for Meaningful CoCreation, we have been working with conflict management for over 30 years, so you can look forward to a program that will enable you to tackle the different types of conflict you encounter. We know that the tools work, and the theories and models you will encounter have passed their test in real life – both in the dental clinic, on the oil rig and in the parking lot. And then they also work at home.

You probably know it – a hectic everyday life with a high pace, lots of changes and a large number of daily contacts with other people who all expect or even demand something from you. It can be a handful to manage all encounters appropriately – even if you wanted to and that itself can create a breeding ground for conflicts. Do you meet difficult people you do not know how to handle? Have you found yourself in unpleasant situations with a colleague, a customer or a boss without being able to understand why? Do you miss a simple and effective way to stay free of negative conflicts and want to strengthen your impact and power?

We all react differently in conflict situations. Some are difficult for short periods, while others are full-time – but both consume your resources. You can not avoid bumping into stressed people who therefore become difficult, but you can learn to stay free of their patterns and handle them constructively so that they do not drain you of energy and leave you frustrated.

The training day is structured so that you will alternately experience theory and exercises. That way, the day will be learning-oriented, and you will leave there with a range of tools that you can immediately put it to use. You learn to read the warningsigns that a conflict is brewing, because it is central to conflict management that you have as much time as possible to prepare different strategies.

Take home value:

We can not promise you that you can avoid bumping into difficult people after the course, but you can learn to stay free of their patterns and deal with them constructively so that they do not drain you of energy and leave you frustrated. Spend a weekend learning the craft!

- Learn to spot what type of person you are facing – and lay out a strategy
- There are 12 negative behavior patterns. Get the recipe to deal with them!
- Activate your communicative resources so that you take control
- Learn to stay calm in tense situations so they do not drain you
- Get the courage to set boundaries – find your natural authority

Participant profile

Anyone who wants to be able to handle difficult people.

Content

You can also buy the book 'How to handle difficult people', written by Sebastian Nybo. In addition, the main topics are these:

- The 4 conflict groups
- The 4 basic personality elements and their impact on conflicts
- The three main types of negative behaviors
- Effective conflict resolution models
- The connection between communication and conflict
- Avoid being trampled by difficult people
- Easy method of recognizing and dealing with the most typical negative behavior patterns
- How to access your natural authority
- To communicate with clarity
- Method for maintaining calm in aggravated situations

Form

The training days are structured so that you will alternately experience theory, exercises, games, discussions and film sequences. That way, the days will be learning-oriented, and you will leave there with a range of tools that you can immediately put to use.

PROGRAM FOR THE DAY – in short

9.00 WELCOME BY TEACHER SEBASTIAN NYBO

Understanding Conflict

What is it that makes a situation uncomfortable or difficult?

Why do some people create more conflict than others? We look at the basic psychology behind it.

The four levels of the conflict ladder – how to learn to use it.

Classic conflicts – then you recognise them again ...

10.15 REFRESHMENTS

10.30 CONFLICT ANALYSIS

We work in depth with a set of theories about human consciousness and the limitations we set for ourselves. The behavior classification system is worked through and tested. Through exercises, you get the opportunity to experience a technique that makes it possible to tackle otherwise dead-locked conflicts.

The human need for recognition has many “faces”

The contact hierarchy is worked through, and you learn to see why negative contact can be perceived as “better” than no contact. What behavior patterns are behind it, and how do you go about it? How do you protect yourself from attacks that aim more on your person than on your competence?

12.00 LUNCH

13.00 GAIN INSIGHT INTO THE BASIC PRINCIPLES BEHIND EFFECTIVE COMMUNICATION

What is being said and what is being heard? Learn to use body language and not just the spoken word. Learn to SEE who you are facing, so you can “hit” right in the spot with your communication. How to disarm the conflict seeker. Assertion is about saying what you mean and meaning what you say and at the same time showing respect for the person you are talking to. Once you know your own pattern of behavior, it is much easier to “steer” to where assertive communication becomes possible. This also gives you an even greater opportunity to avoid conflicts draining you personally – thereby retaining your power.

14.15 REFRESHMENTS

14.30 CONFLICT MANAGEMENT

Why do I react the way I do?

Where is the line between the behavior I choose myself and that which is just an automatic reaction? When conflict cannot be avoided, what do you do then?

With the knowledge you have acquired, you learn to deal with conflicts so that the damage done to your energy level is limited as much as possible.

We summarize today's work with different conflict management models, so you get opportunities to manage your new knowledge – especially in terms of being able to uncover the hidden resources you hold.

16.00 **THE LESSONS END**

And you are ready to go out and deal with all the difficult people you can NOT avoid bumping into.

If you want to hear more about the course, call us on 33 11 44 22 or email sn@sebgruppen.dk



www.sebastiannybo.dk

Teacher

Sebastian Nybo is a renowned author, lecturer and business psychology consultant with international experience and network. He has worked with organizational development and High Performance Teams for more than 30 years. As a participant, you get access to both his deep professional knowledge as well as concrete experiences from a large number of companies that he has advised and supported up to the High Performance Team. He has developed a wide range of effective and unique tools that provide an overview of the change process from group to High Performance Teams – which you as a participant in this seminar get unique access to.

Sebastian is also the author of the 12 theories and models that are part of the SEB theory set, and in recent years has specialized in the topics of Sustainable Innovation, Team Culture and Evolutionary Psychology.

He has taught more than 350,000 people both at home and abroad and has many years of experience in teaching and advising managers and key employees, and is today considered an authority in his field.



Medlem af

