



Dealing Effectively with Difficult People (DDP)

Here are details of a highly successful and popular training programme, which may benefit your organisation. For several years, we have been delivering interactive sessions to both teachers and support staff in schools and further education establishments. These are organised to suit your timetable, often taking place in the ‘twilight hours’ between 3.00 and 5.00 pm, as part of a conference or inset programme.

Programme Overview

DDP is a unique programme that can be tailored to help you reach the best possible outcomes, when dealing with difficult people and situations. Consider:

- ✚ Who will you speak to today?
- ✚ What are your ‘Crucial Conversations’?
- ✚ Who are you your difficult and potentially dangerous people?
- ✚ Are your negotiations Win/Win situations?

DDP covers a serious subject in a practical and engaging manner. We believe that most of our delegates already have in place the necessary knowledge and skills they need. Many times they merely require further confidence and a catalyst to show them how to best use their talents. Popular modules include:

Safety Codes	Body Language	Restraints (Physical Package)
Practical tips on how to handle difficult situations		Risk assessment Negotiation Skills
Contingency Planning	Desirable Traits	Signs and Symptoms of Violence
Laws of Trespass & Explanation Section 547 Education Act 1996		

In the North-West, the bulk of some 500 presentations in education and the public sector have been delivered by Eilidh Milnes, who was the Senior External Trainer for Cheshire Constabulary. Eilidh is an author and qualified teacher with more than a decade of classroom experience.

DDP sessions are tailored to meet the individual needs of our clients. In many cases, we have run entire in-set days and covered topics such as stress prevention, goal setting preparing for interviews and presentation skills.

We can also create customised personal development materials and coaching. Programmes are ideal for audience groups of approximately twenty staff and smaller schools often cluster to share costs. Topics also lend themselves to a conference workshop or keynote speech. If you think our training could be of benefit to you and your staff, please contact me on **01270 212999**.

Yours sincerely,

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Zoë Buckingham, PA to Eilidh Milnes