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Consultant Information

Deryl Dix works independently as a facilitator, trainer & consultant with considerable experience in developing leadership programmes and in well-being and mental health in the workplace.

In addition to working throughout the UK, Deryl has worked internationally, frequently delivering programmes in France, Belgium, Germany, China, India, and Singapore.

Deryl's professional experience has included being Director of FPA Wales for ten years and employment at Director level in a further two UK wide charities. In addition, Deryl is affiliated to numerous organisations as an associate. With a background in drama and theatre, creative methods are frequently utilised in her delivery. Deryl is also qualified to teach Mindfulness-based stress reduction (MBSR) courses.

Booking Information

To book a place/s email

bookings@networkforpractices.co.uk

Our acceptance of your booking brings into existence a legally binding contract between us on the following **Terms & Conditions** - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that **Cancellations are by email only**. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.



Dealing with Difficult People – Conflict Resolution

Date: 31st March 2020
Times: 1330-1630 (*Registration 1315*)
Venue: The Queens Hall, Narbeth, SA67 7AS
Places available: 13

Fee/s:	NfP Members	£55
	Non Members	£85

This workshop is suitable for: Non-Clinical Staff

Introduction

Ever replayed that conversation and wished you had handled it better? This workshop will look at practical techniques to help you achieve successful and positive outcomes with those difficult people. Techniques learned are immediately applicable to your workplace.

Aim

How to achieve the win:win situation you want with your most challenging customers

Learning Outcomes

At the end of the workshop delegates will:

- Understand why people may be difficult
- Be able to recognise and diffuse a situation before it starts
- Know how to choose when to be assertive
- Have more confidence when dealing with difficult people
- Have discussed situations you may face and how to deal with them in future
- Have practiced behaviours and language to be used
- Know when to deal with the situation yourself
- Know when to pass the difficult situation on

This interactive session will include group discussion of scenarios and sharing experiences

Registered Office: Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH

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