



# DEALING WITH DUCK-HOODS

Sometimes we need to interact with people that we'd prefer not to – Duck Hoods

Think of the unpleasant people that you have to interact with. Do any of these behaviours ring a bell? Crass, Narcissistic, Intolerable, Unpleasant, Offensive, Rude, Arrogant. Nasty, Intimidating, Obstinate, Megalomaniac. That's your duck-hood.

This workshop equips participants with tools to deal with these behaviours. You'll learn various helpful strategies that will aid you in navigating tricky conversations and understanding how to handle difficult conversations. We'll also explore ways to recognise destructive behaviour and constructively address situations before they become worse. These duck hood behaviours can take a toll on you so this course will help you regain control.

## Key Course Content:

- Learn effective communication strategies for dealing with difficult people.
- Develop assertive skills to handle difficult conversations.
- Understand how to respond to negativity and criticism.
- Become better equipped to defuse heated situations in a professional manner.
- Learn how to identify and address the underlying causes of hostility towards employees.
- Recognise and practice empathy to reach a common understanding.
- Develop self-confidence to navigate through difficult conversations.
- Countering 11 Duck-Hood Behaviours - Crass, Narcissistic, Intolerable, Unpleasant, Rude, Offensive, Arrogant. Nasty, Intimidating, Obstinate, Megalomaniac



## Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



## Duration:

This course is available as a 1-day course or a truncated ½ day course.



## Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



## Group Size:

We recommend a group size of 4-10 people.

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