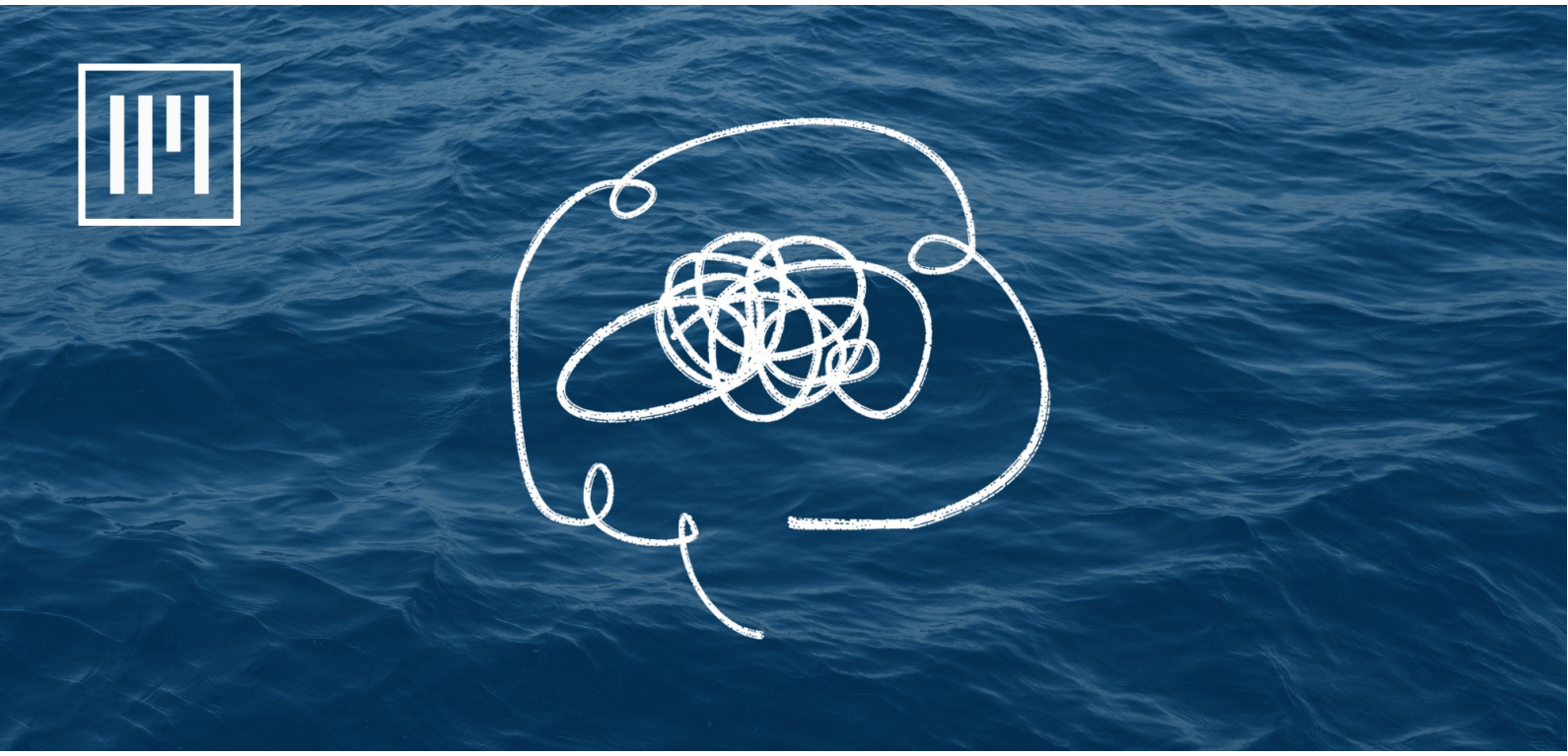
IPI Academy

MANAGEMENT forum



Presented by
Management Forum

Handling Difficult People: Staying Professional Under Pressure

4 December

Struggling with difficult colleagues or demanding clients? This practical 90-minute live online course equips you with proven techniques to stay calm, communicate assertively and handle six common challenging behaviours — without conflict or confrontation.

Format:
Free webinar

CPD:
1 hours for your records

Certificate of completion

Overview

Every workplace includes people whose behaviour can be challenging. Whether they dominate discussions, refuse to listen, undermine colleagues or constantly complain, these behaviours can affect relationships, reduce productivity and increase stress. While we cannot control how other people behave, we can choose how we respond.

This practical, highly interactive session explores some of the most common difficult behaviours encountered in the workplace and provides participants with practical techniques for responding calmly, confidently and professionally. Drawing on a range of recognisable behaviour patterns, participants will learn how to adapt their communication style, set appropriate boundaries and remain focused on achieving constructive outcomes without becoming drawn into unnecessary conflict.

Just some of those challenging behaviour include:

- Bullies and Dominators
- Always Right Autocrats
- Jeering Jesters
- Double-Dealing Deceivers
- Scornful Snipers
- Moaning Monsters

Rather than attempting to change other people's behaviour, the focus is on recognising these patterns, understanding their impact and selecting the most effective professional response.

The session also introduces the use of **assertive "I" statements**, helping participants express concerns clearly, confidently and respectfully while reducing the likelihood of conversations becoming defensive or confrontational.

Benefits of attending

By the end of this session participants will be able to:

- **Identify** practical strategies for responding to different behavioural styles
- **Remain** calm, confident and professional under pressure
- **Use** assertive communication techniques to express concerns clearly and respectfully
- **Apply** "I" statements to reduce defensiveness and keep conversations constructive
- **Respond** with confidence rather than reacting emotionally

This engaging 90-minute session combines practical models, facilitated discussion and an interactive exercise, equipping participants with techniques they can immediately apply when working with challenging colleagues, customers and stakeholders.

Who should attend?

Designed for all professionals of any industry, including customer-facing staff and anyone who needs to influence others, handle disagreement constructively and build stronger working relationships. Ideal for both new and experienced professionals who want greater confidence in managing conflict, difficult conversations, challenging behaviours and workplace negotiations.

Presenter

Geoff Marsh

Geoff Marsh is the Managing Director of Dansam Ltd, a training company that began in September 1999.

Geoff started his career as a presenter in 1986 on the Lloyds Bank's 'Customer First' Programme. This was one of the largest series of roadshow workshops in the world at that time. The programme was seen by approximately 70,000 staff.

Geoff has presented courses with Management Forum for nearly 20 years.

In addition he has delivered training and coaching programmes for Robert Bosch Ltd, London Underground, Scottish and Newcastle Breweries, Rohm and Haas, Serono Pharmaceuticals, Domino Printing UK Ltd, Kall Kwik Printing, The Engineering and Physical Sciences Research Councils, Linton Lubricants, Halliburton, Interserve Project Services, The Midlands Co-op Funeral Division and many others.

Geoff has particular expertise in the financial services sector and his clients include organisations such as Coutts, Acin, Barclays Wealth, Lombard Odier, Lloyds Bank IPB, JP Morgan, Citibank, Bank Of Vietnam, Bank Of Singapore, Siam Commerce Bank, Bank of Georgia, Caledonia Investments, Unigestion, Taib Securities, , Asquith, Cheviot Asset Management, Ernst & Young, Nationwide, Fleming Family and Partners and Rothschilds. His work for these organisations has ranged from management and leadership skills, teambuilding, communication, presentation skills, front line sales and negotiation training as well as dealing with demanding clients, cold calling and asking for referrals.

As a trainer and presenter, Geoff has been involved with conferences, seminars and roadshows for organisations such as Kall Kwik, The Color Company, Alphagraphics, Regus, Great Western Railways, Wessex Water, Vision Box, Viapath and The Zoological Society of London.

Geoff is an international trainer and presenter and has worked outside the UK for organisations such as United Airlines, American airlines, Qatar Airways, BNP Paribas, HSBC, OCBC, Maybank and Unichem

He has been a visiting lecturer on the Swiss Finance Institute executive IWEMBA (International Wealth Management Executive MBA) programme. He has been a guest lecturer with the IE Business school in Madrid and has worked with the Singapore Wealth Management Institute (WMI) and the Singapore Management University for more than 14 years on their Masters in Finance programme (in conjunction with the Singapore Management University and the Nanyang University of Technology.

In addition Geoff is also much sought after as a presenter and after-dinner speaker. He has had his own weekly radio shows on Swindon FM and Swindon 105.5. He is the author and co-author of several books including 'High Performance Presentation Skills', 'A Sixty minute Guide To Powerful Presentations', 'A Sixty minute Guide to Developing Key Accounts' 'A Sixty Minute Guide To Franchising', and 'A Sixty Minute Guide To Direct Mail'.

Course date

4 December

Free webinar
09:00-10:00 **UK (London)** (UTC+00)
Course code 17687

How to book

Online:
ipi.academy/3437

Alternatively contact us to book, or if you have any queries:

Email:
info@ipiacademy.com

Phone:
+44 (0)20 7749 4749

Discounts

- Booking more than one delegate on any one date qualifies for a **30% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

Further information

Fee
The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

Please note
IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

Terms and conditions
The rest of the our terms, the event cancellation policy and the terms and conditions are on our website, please visit ipi.academy/content/terms-and-conditions

Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:

ALEKSANDRA BEER
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com

YESIM NURKO
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com

Harry ALTAMONT
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com

IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

10-12 Rivington Street
London EC2A 3DU

ipi.academy
Tel: +44 (0)20 7749 4749
Email: info@ipiacademy.com