



## Sut i ddelio âg ymddygiad a sefyllfaoedd anodd

11 Mai: 9.30 – 3 pm Cwrt yr Orsaf, Bae Colwyn (Dyddiad cau: canol dydd 03.05.17)

24 Mai: 9.30 – 3pm Adeilad Unite, Heol y Gadeirlan, Caerdydd (Dyddiad cau: canol dydd 09.05.17)

**Cost: £69 + TAW (aelodau) £96.00 + TAW (pawb arall)**

Mae'r cwrs undydd hwn wedi ei anelu i ddatblygu hyder, sgiliau rhyngpersonol a phendantwydd i'ch helpu i ddelio âg ymddygiad a sefyllfaoedd anodd.

Mae'r cwrs yma'n defnyddio gweithgareddau ymarferol ac yn archwilio technegau/dulliau ymarferol i alluogi cyfranogwyr i ddarganfod ffyrdd o ddelio'n fwy effeithiol ag ymddygiad a sefyllfaoedd anodd.

### Nodau

I alluogi cyfranogwyr i gael gwell dealltwriaeth o'r hyn a all achosi ymddygiad anodd a heriol a sut i ddatblygu strategaethau ar gyfer delio â hwy yn effeithiol.

### Canlyniadau Dysgu

Erbyn diwedd y cwrs byddech yn gallu:-

- Adnabod proffiliau clasurol o ymddygiad anodd a strategaethau i ddelio â hwy
- Gwybod sut i reoli eich ymateb yn well i sefyllfaoedd ag ymddygiad anodd
- Deall pwysigrwydd sgiliau cyfathrebu da
- Gweld sut gall defnyddio ymddygiad pendant helpu i ddelio â sefyllfaoedd anodd
- Deall a diwallu anghenion eraill

### Pwy ddylai fynychu?

Tenantiaid, preswylwyr, aelodau cymunedol a staff

**Am ragor o wybodaeth cysyllter â Iona Robertson ar y manylion isod:-**

Ffôn: 01492 593046;

Ebost: [iona@tpascymru.org.uk](mailto:iona@tpascymru.org.uk)

Gwefan: [www.tpascymru.org.uk](http://www.tpascymru.org.uk)

Gellir darparu'r cwrs yma yn fewnol a'i addasu er mwyn bodloni anghenion eich sefydliad

### Prif Arddangoswyr:



### Prif Noddwyr:



[www.tpascymru.org.uk](http://www.tpascymru.org.uk)



# How to deal with difficult behaviour and situations

11<sup>th</sup> May: 9.30 – 3 pm Station Court, Colwyn Bay (Closing date: noon 03.05.17)

24<sup>th</sup> May: 9.30 – 3pm Unite Building, Cathedral Road, Cardiff (Closing date: noon 09.05.17)

**Cost: £69 + VAT (members)**

**£96 + VAT (non members)**

This one day course is aimed at developing confidence, inter-personal and assertiveness skills to help you deal with difficult behaviour and situations.

The course uses hands-on activities and explores practical techniques/methods to enable participants to discover ways of dealing more effectively with difficult situations or behaviour.

## Aims

To enable participants to gain a better understanding of what can cause difficult and challenging behaviour and how to develop strategies for dealing with them effectively.

## Learning Outcomes

By the end of this course you will be able to:-

- Recognise classic profiles of difficult behaviour and strategies for handling them
- Know how to better manage your response to difficult behaviour and situations
- Understand the importance of good communication skills
- See how using assertive behaviour can help you deal with difficult situations
- Understand and meet the needs of others

## Who should attend?

Tenants, residents, community members and staff

**For further information, please contact Iona Robertson at the details below:**

Phone: 01492 593046;

Email: [iona@tpascymru.org.uk](mailto:iona@tpascymru.org.uk)

Website: [www.tpascymru.org.uk](http://www.tpascymru.org.uk)

This course can be delivered in-house and adapted to meet the needs of your organisation.

## Main exhibitors:



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