Dealing with Difficult People

Course Summary

Description

Almost every organization has people whose personality, behaviour, attitude, work habits or other characteristics present an occasional or frequent challenge for those around them. This workshop will provide you with practical tools and skills to handle difficult people whether or not you have sufficient positional authority.

Learn to distinguish between various types of difficult behaviour, and choose responses that have a high probability of succeeding rather than escalating a difficult situation. Develop analytical skills, specialized communication, confronting skills, interpersonal negotiating, coaching, plus stress and conflict management strategies.

Objectives
At the end of this course, students will be able to:

- Identify a "difficult person"
- Explore the reasons why a person is difficult
- Conduct a feedback meeting with a high performer as well as a "difficult person"
- Handle your personal anger and that of others
- Understand aggressive, assertive, and passive behaviours
- Deal with negative behaviour
- Understand the importance of communication when dealing with a difficult person
- Be an active listener
- Deal with conflict
- Negotiate win-win solutions

Topics

- The 6 Types of Difficult People
- The 10 Most Unwanted Behaviour Styles
- The 4 Behaviour Styles
- 10 Linguistic Viruses that Create Unhealthy Communication
- How to Separate the People from the Problem
- How to Deal with Negativity
- Handling Anger in Ourselves and Others

- Communicating Skills for Handling Difficult Situations
- Communicating Assertively
- Coaching a Difficult Employee
- Dealing with Conflict
- When Nothing Else Works: Next Best Solutions

Audience

This course is designed for executives, managers, supervisors, team leaders, project managers and anyone else impacted by the effects of negativity in the work place due to a "difficult person".

Prerequisites

There are no prerequisites for this course.

Duration

Two days