

DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE



COURSE LENGTH: 1.0 DAYS

To be successful in dealing with personal conflicts in the workplace you must learn to first understand human behavior, reflect on its causes and know how certain behaviors impact others. Knowing how to approach difficult people with an understanding of these drivers will help you to overcome negativity by utilizing positivity. Whether its dealing with difficult customers, staff or management, anyone will benefit from the skills taught in this course.

The PD Training Dealing with Difficult People in the Workplace course provides you with the tools, techniques and an understanding that will empower you with the ability to deal with difficult people in an appropriate manner.

This practical and engaging training course is available now throughout Nigeria, including Lagos.

DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE COURSE OUTLINE

FOREWORD

During the training course, participants learn how to approach difficult people, understand and influence them so that a successful resolution can be achieved without negativity and damage.

The course includes training in recognizing attitudes and actions that impact others, using effective techniques to deal with difficult people, using tools to deal with anger, developing coping strategies, understanding motives and behaviors, and more.

OUTCOMES

After completing this course, participants will have learned to:

- ▶ See conflict as communication
 - ▶ Benefit from a confrontation
 - ▶ Prevent problems
 - ▶ Get focused
 - ▶ How to deal with your own and others peoples anger
 - ▶ Deal with problems
 - ▶ Understand and use the three step conflict resolution model
 - ▶ Change yourself depending on the situation
 - ▶ Understand people's behaviors and motives
 - ▶ De-stress when things get ugly
 - ▶ Identify causes of difficult behavior
 - ▶ Counter negativity with positivity
 - ▶ Discuss problems in groups
 - ▶ Use assertive anger
 - ▶ Plan and practice to handle difficult situations successfully
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MODULES

Lesson 1: Getting Started

- ▶ Icebreaker
- ▶ Pre-Assignment Review
- ▶ Workshop Objectives

Lesson 2: Conflict as Communication

- ▶ Defining Conflict
- ▶ Self-Assessment

Lesson 3: Benefits of Confrontation

- ▶ To Talk or Not to Talk
- ▶ Determining Your Involvement
- ▶ Reciprocal Relationships

Lesson 4: Preventing Problems

- ▶ The Importance of Empathy
- ▶ Dangerous Misconceptions

Lesson 5: Getting Focused

- ▶ Getting to the Heart of the Matter
- ▶ The Three F's

Lesson 6: Managing Anger

- ▶ Coping Strategies
- ▶ Guidelines for Assertive Anger

Lesson 7: Dealing with Problems

- ▶ Dealing with Problems
- ▶ Causes of Difficult Behavior

Lesson 9: Practice Makes Pretty Good

- ▶ Making Connections

Lesson 11: Why Don't People Do What They Are Supposed To?

- ▶ The Big Questions

Lesson 8: The Three-Step Conflict Resolution Model

- ▶ The Three-Step Model
- ▶ Getting the Hang of Things

Lesson 10: Changing Yourself

- ▶ Negative vs. Positive Interactions
- ▶ Dealing with Negative Feelings

Lesson 12: De-Stress Options to Use When Things Get Ugly

- ▶ Belly Breathing
- ▶ Visualize
- ▶ Music
- ▶ Acupressure and Massage
- ▶ Laughter
- ▶ General Coping Thoughts When Things Get Messy

WEB LINKS

- ▶ [View this course online](#)