

Dealing with Difficult People

Course Overview

Edward Deming, the father of quality management, has said that people can face almost any problem except the problem of people. They can work long hours, face declining business, even the loss of a job, but they can't deal with the difficult people in their lives. This workshop will help you identify some of the ways you may be contributing to these problems and give you some strategies you can adopt, at work and in your personal life as well.

Learning Objectives

At the conclusion of this workshop, participants will be expected to:

- Recognize how their own attitudes and actions impact on others.
- Find new and effective techniques for managing negative emotions.
- Develop coping strategies for dealing with difficult people and difficult situations.
- Identify those times when they have the right to walk away from a difficult situation.

Course Outline

- Introductions, Objectives and Agenda
- Discussion of Self-Assessment
 - Could You Be Part of the Problem?
 - How Can You Work Toward Different Solutions?
- The Importance of Good Communication
 - Choosing the Right Words
 - Asking Questions
 - Listening for Answers
 - Non-Verbal Messages
- Managing Anger
 - Understanding more about anger
 - Managing your own anger
 - Dealing with other people's anger
 - Preventative strategies
- Dealing with Difficult Situations
 - Conquering resistance
 - Recognizing potential difficulties
- Difficult People: The Classic Types
 - Specific causes of difficult behavior
 - Weapons difficult people use
 - Coping strategies for difficult behaviors
- Formula for Changing Attitudes of Difficult People
 - Change your behavior to change the interaction
 - Negative interaction cycles
 - Positive interaction cycles
 - Permanent disassociation
- How to Overcome the Feelings Difficult People Give You
 - Put yourself in charge of you
 - De-stress Options
- Personal Action Plan
- Review and Evaluation