

Dealing with Difficult People

Length: 1 Day

Summary: Dealing with difficult people is something many people face as part of their everyday work life. The stress of handling difficult people and tough situations can create a lack of productivity, poor attitude and a reluctance to come to work. In this course, you will learn how to deal with challenging people and problematic situations.

COURSE CONTENT

- 1. COMMUNICATION TECHNIQUES WHEN DEALING WITH CHALLENGES**
 - Styles of interpersonal communication: Aggressive, Passive, and Assertive
 - Assertive communication methods to end arguments
- 2. RECOGNIZING, RESPONDING AND RESOLVING CONFLICT**
 - Identify Your Personal Reaction to Conflict
 - Develop a Healthy Attitude Toward Conflict
 - Assess the Situation
 - Avoid Conflict Escalation
 - Actively Listen
 - Communicate Effectively
 - Respond to Negative Tactics
 - Identify the Source of the Conflict
 - Determine the Best Solution
 - Implement the Solution
- 3. HANDLING ANGRY AND DIFFICULT PEOPLE**
 - Handling loud & abrasive people
 - Dealing with explosive & intimidating attitudes
- 4. DEFUSING EMOTIONAL SITUATIONS AND STAYING FOCUSED**
 - Process to defuse emotions
 - Fixing things when they go wrong
 - Keep conversations from becoming emotional
- 5. IMPROVED INTERPERSONAL SKILLS**
 - Improve your listening skills
 - Stay calm and in control of your emotions