

COURSE OVERVIEW

How to Deal With Difficult People

OVERVIEW

This course provides the specific tools you need to take back control, reduce stress, raise morale and increase productivity. You will learn to correctly identify difficult behavior and its sources. You will be provided what you need to understand difficult people. And you'll learn concrete ways to deal with these challenges so that the repetitive patterns finally cease.

LEARNING OBJECTIVES

- Identify difficult behaviors, both chronic and temporary, and know how to respond effectively to them
- Develop an understanding of the reasons people become difficult
- Control the anxieties and self-defeating actions that increase difficulties when confronting difficult behaviors and personalities
- Neutralize the effects of negativity, hostility and aggression

COURSE HIGHLIGHTS

Raise your awareness and understanding of difficult behavior

- What is a difficult person?
- When defining difficult behavior or a conflict, look for the “what,” “how” and “who”
- Identifying the difficult people in your life
- Understand why they are difficult
- Tell the difference between the temporarily or chronically difficult
- 3 major misunderstandings about difficult people

Examine your own reaction to others' behavior

- Recognize themselves in difficult people's behavior
- The Rule of Results: What happens + Your reaction = What you get
- Internal drive: What's that tape playing inside your head?
- Attitude checkup—What is my own attitude?
- Don't worry your way into recurring difficult confrontations
- Develop self-awareness and understanding about difficult situations
- Empower yourself beyond a difficult person's reach

Self-defeating actions that increase difficulties and solutions that bring immediate, positive results

- Self-defeating actions that increase and prolong your difficulties
- Active solutions that bring immediate results and closure
- Using commonality tactics
- Sudden changes for a fast solution—pull a 180
- Handling your anger and theirs

Positive steps to successfully overcome negativity and people-proof your life from negativism

- Steps to successfully overcome negativity in the long term
- Ways to go on working with difficult people
- Difficult people-proof your life
- How to speak positively so you can think positively

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)