

DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE TRAINING

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COURSE LENGTH: 1.0 DAYS

Dealing with difficult people in the workplace can be an unpleasant task that only gets worse when avoided. You just need to know some crucial skills when this situation occurs. This training course in Dealing with Difficult People provides you with the tools, techniques and an understanding of how best to deal with them.

During the training course, you will learn the proper approach and techniques, the tools to deal with anger as well as identifying the problem that caused negative behaviour, how to adjust to the situation, how to benefit from conflict and confrontation, how to discuss problems affecting the group, how to resolve conflicts and how to deal with and prevent anger-related problems.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide.

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DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE TRAINING 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 recognising 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 behaviours, and more.

OUTCOMES

After completing this course, participants will have learned to:

- ▶ See conflict as communication
 - ▶ Benefit from a confrontation
 - ▶ Prevent problems
 - ▶ Get focused
 - ▶ Deal with theirs and others' anger
 - ▶ Deal with problems
 - ▶ Understand and use the three step conflict resolution model
 - ▶ Change yourself depending on the situation
 - ▶ Understand people's behaviours and motives
 - ▶ De-stress when things get ugly
 - ▶ Identify causes of difficult behaviour
 - ▶ 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: Introduction

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

Lesson 2: Conflict Defined

- ▶ Defining Conflict
- ▶ Self-Assessment

Lesson 3: Identify Confrontational Situations

- ▶ To Speak or Not to Speak
- ▶ Define Your Involvement
- ▶ Reciprocity in Relationships

Lesson 4: Issue Prevention

- ▶ Understanding and Using Empathy
- ▶ Avoiding Assumptions or Misconceptions

Lesson 5: Get to the Point

- ▶ Finding the Root Cause
- ▶ The 3 F's Explained

Lesson 7: Managing Difficult Situations

- ▶ Common Problem Management
- ▶ Difficult Behaviour Examples

Lesson 9: Practicing Positive Outcomes

- ▶ Planning for Difficult Situations

Lesson 11: People Don't Always Follow the Rules

- ▶ The Big Questions

Lesson 6: Anger Management

- ▶ Techniques for Coping
- ▶ Using Assertive Anger

Lesson 8: The 3-Step Conflict Resolution Model

- ▶ 3-Step Model Explained
- ▶ Implementing the Model

Lesson 10: Changing Yourself

- ▶ Negativity vs. Positivity
- ▶ Managing Negative Emotions

Lesson 12: Coping Techniques

- ▶ Deep Breathing Exercises
- ▶ Visualisation Therapy
- ▶ Musical Therapy
- ▶ Massage Therapy
- ▶ Laughter Therapy

WEB LINKS

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- ▶ [View this course online](#)
 - ▶ [In-house Training Instant Quote](#)