

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

COMMUNICATION TECHNIQUES WHEN DEALING WITH CHALLENGES

- Styles of interpersonal communication: Aggressive, Passive, and Assertive
- Assertive communication methods to end arguments

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

HANDLING ANGRY AND DIFFICULT PEOPLE

- Handling loud & abrasive people
- Dealing with explosive & intimidating attitudes

DEFUSING EMOTIONAL SITUATIONS AND STAYING FOCUSED

- Process to defuse emotions
- Fixing things when they go wrong
- Keep conversations from becoming emotional

IMPROVED INTERPERSONAL SKILLS

- Improve your listening skills
- Stay calm and in control of your emotions