

## DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Learn how to manage difficult people in the workplace by attending PD Training's Dealing with Difficult People in the Workplace training course. You will gain true insights into human behavior as well as learn the tools and techniques to deal with challenging personalities in an appropriate manner.

After this training course, you will have learned: the proper approach, tools and techniques to deal with difficult behavior, how to identify the cause of negative behavior, how to benefit from conflict and confrontation, how to discuss problems in groups, how to counter negativity with positivity and much more.

This comprehensive and valuable training course is now available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, Orlando, New York, Philadelphia, San Antonio and Seattle.

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## DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE TRAINING COURSE OUTLINE

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### FOREWORD

During this training course, participants learn how to approach difficult people, and understand and influence them so that a successful resolution can be achieved without negativity and damage.

The course includes training in recognizing 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 behaviors, and more.

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### 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 behaviors and motives
  - ▶ De-stress when things get ugly
  - ▶ Identify causes of difficult behavior
  - ▶ Counter negativity with positivity
  - ▶ Discuss problems in groups
  - ▶ Use assertive anger
  - ▶ Plan and practice to handle difficult situations successfully
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### MODULES

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#### Lesson 1: Getting Started

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

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#### Lesson 2: Dealing with Problems

- ▶ Dealing with Problems
- ▶ Causes of Difficult Behavior

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#### Lesson 3: Conflict as Communication

- ▶ Defining Conflict
- ▶ Self-Assessment

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#### Lesson 4: The Three-Step Conflict Resolution Model

- ▶ The Three-Step Model
- ▶ Getting the Hang of Things

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#### Lesson 5: Benefits of Confrontation

- ▶ To Talk or Not to Talk
- ▶ Determining Your Involvement
- ▶ Reciprocal Relationships

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#### Lesson 6: Practice Makes Pretty Good

- ▶ Making Connections

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### Lesson 7: Preventing Problems

- ▶ The Importance of Empathy
- ▶ Dangerous Misconceptions

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### Lesson 9: Getting Focused

- ▶ Getting to the Heart of the Matter
- ▶ The Three F's

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### Lesson 11: Managing Anger

- ▶ Coping Strategies
- ▶ Guidelines for Assertive Anger

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### Lesson 8: Changing Yourself

- ▶ Negative vs. Positive Interactions
- ▶ Dealing with Negative Feelings

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### Lesson 10: Why Don't People Do What They Are Supposed To?

- ▶ The Big Questions

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### Lesson 12: De-Stress Options to Use When Things Get Ugly

- ▶ Belly Breathing
- ▶ Visualize
- ▶ Music
- ▶ Acupressure and Massage
- ▶ Laughter
- ▶ General Coping Thoughts When Things Get Messy

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## WEB LINKS

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