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.
DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE TRAINING COURSE OUTLINE

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.

OUTCOMES
After completing this course, participants will have learned to:

- Identify root causes of difficult behavior
- How to approach and manage difficult people
- Understand particular types of Behavior
- How to deal with Passive and Aggressive Behavior
- Dealing with workplace conflicts
- Recognise different attitudes
- Handle stressful situation

MODULES

Lesson 1: The Three Ds
- Welcome
- What do we find challenging about others?
- Diversity, Divergence and Division
- The Relationship Spectrum
- Reflection

Lesson 2: It all starts with me
- My Profile
- My Response
- Reflection

Lesson 3: Communication is Key
- Dealing with Passive and Aggressive Behavior
- Responding Assertively
- Reflection

Lesson 4: Dealing with Particular Behaviors
- Bullies
- Discrimination
- Gossips
- Dealing with Particular Types of Behavior
- Reflection

Lesson 5: Reasonable and Unreasonable Managers
- Reasonable Management Action
- Emotional Intelligence and Difficult Managers
- Reflection

Lesson 6: Self-Preservation
- Monitoring signs of stress
- Allies and Mentors
- Tips for Dealing with Challenging People
- Reflection
Lesson 7: Reflections

WEB LINKS

- View this course online
- In-house Training Instant Quote