

## DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE TRAINING

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Dealing With  
Difficult People In  
the Workplace



**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:**

- 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
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### MODULES

#### Lesson 1: Course Overview

#### Lesson 2: Conflict as Communication

- Defining Conflict
- Self-Assessment

#### Lesson 3: Benefits of Confrontation

#### Lesson 4: Preventing Problems

- Overview
- Group Discussion

#### Lesson 5: Getting Focused

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

#### Lesson 6: Managing Anger

- Coping Strategies
- Guidelines for Assertive Anger

#### Lesson 7: Dealing with Problems

- Dealing with Problems
- Causes of Difficult Behaviour

#### Lesson 8: The Three-Step Conflict Resolution Model

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

### Lesson 9: Practice Makes Pretty Good

- Planning
- Practice

### Lesson 10: Changing Yourself

- Negative vs Positive Interactions
- Dealing with Negative Feelings

### Lesson 11: Why Don't People Do What They Are Supposed To?

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

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

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#### WEB LINKS

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