

HANDLING DIFFICULT PEOPLE AND SITUATIONS TRAINING

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Handling Difficult
People and Situations



COURSE LENGTH: 1.0 DAYS

Under certain situations, some people become difficult to handle because they refuse to cooperate and understand. Difficult people may contribute negatively to situations and people, but they need to be handled rationally and positively so that the damage they can cause is reduced or averted. Handling Difficult People and Situations Training Course includes identifying difficult people, judging their impact on others and the environment, influencing difficult people towards positive outcomes, and controlling one's own behavior. It involves the use of understanding and techniques to handle negativity with positivity.

Be prepared for it with this Handling Difficult People course from pdtraining. This course teaches practical take away tools that can be used immediately to handle difficult situations calmly and effectively.

This course is available now in Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

HANDLING DIFFICULT PEOPLE AND SITUATIONS TRAINING COURSE OUTLINE

FOREWORD

Even with strong interpersonal communication skills, conflict can, and will, happen.

Be prepared for it with this Handling Difficult People course from pdtraining. This course teaches practical take away tools that can be used immediately to handle difficult situations calmly and effectively.

OUTCOMES

- ▶ Understand the personality profiles of difficult people
 - ▶ Learn to recognise the different types of difficult people in ones life
 - ▶ Develop a greater awareness of a difficult person's personal perspectives
 - ▶ Consider ones own beliefs & values
 - ▶ Learn to recognise ways difficult people contribute to situations
 - ▶ Understand the Degrees of Difficulty
 - ▶ Learn about 'First Response' and how to move past it to be more constructive
 - ▶ Consider 'Go', and 'No Go' options
 - ▶ Develop plans to deal with difficult people
 - ▶ Master the right words to use
 - ▶ Master the LEAD model for a better outcome
 - ▶ Understand the use of AI (Appreciative Inquiry)
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MODULES

Lesson 1: The Difficult People in Your Life

- ▶ The Difficult Person in Your Life
- ▶ Personality Profiles of Difficult People

- ▶ Part Summary

Lesson 2: How You See and Hear Difficult People

- ▶ How I Contribute to the Problem
- ▶ Beliefs
- ▶ Values
- ▶ Preferences/World View
- ▶ Part Summary

Lesson 3: The Power of a Difficult Person

- ▶ Degrees of Difficulty
- ▶ Favourite Difficult Person
- ▶ First Response
- ▶ Getting Past the First Response
- ▶ Go, No Go
- ▶ Part Summary

Lesson 4: Making a Plan and Finding the Words

- ▶ Planning to Deal with Difficult People
- ▶ Strategies for Dealing with Different Types
- ▶ Part Summary

Lesson 5: Leading a Difficult Person to a Better Outcome

- ▶ The LEAD Model
- ▶ Listen
- ▶ Explore
- ▶ Attend
- ▶ Deliver a Solution
- ▶ Being the Difficult Person
- ▶ Appreciative Inquiry
- ▶ Part Summary

Lesson 6: Review and Application

- ▶ Review and discuss lessons learnt
 - ▶ Plan applying techniques in different situations and with different people
 - ▶ Consider differences between dealing with customers and internal team members
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WEB LINKS

- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)
- ▶ [Public Classes - Enrol Now!](#)