PROFESSIONAL DEVELOPMENT TRAINING

Dealing With Difficult People in the Workplace Training

REQUEST QUOTE

1.0 DAY COURSE

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.

What You'll Gain:

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: Conflict and its Benefits
- What is Conflict?
- Avoidance as a Strategy Self-Assessment
- Analyzing Difficulty

Lesson 2: Understanding my Response to Conflict
- REACH Quadrants
- Conflict Stlyes

Lesson 3: Preventing Problems
- Recognizing Miconceptions
- Preventing Problems

Lesson 4: Maintaining Focus
- The Three F’s
- Applying the Three F's

Lesson 5: Managing Anger
- Coping Strategies
- Dealing with Other People's Anger
- Tips for Assertive Anger

Lesson 6: Dealing with Problems
- Dealing with Problems
- Causes of Difficult Behavior

Lesson 7: Conflict Resolution Model
- Three-Step Model
- Applying the Three Step Model
- Present Your Plan

Lesson 8: Changing Yourself
- Dealing with Negative Feelings

Lesson 9: Why People Don't Do What They Are Supposed To?

Lesson 10: De-Stress Options to Use When Things Get Ugly
- Positive Coping Thoughts

Talk to our expert team

Phone:

Email: