

DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE TRAINING

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Dealing With
Difficult People In
the Workplace



COURSE LENGTH: 1.0 DAYS

Imagine yourself resolving workplace conflicts without negativity or damage to feelings or personalities. In fact, picture yourself benefiting from confrontation because you can manage difficult people and situations in a positive manner. After attending the PD Training Dealing With Difficult People in the Workplace training course, you'll be ready to do just that.

Learn key skills like how to discover the causes of conflict, how certain behaviours impact others, strategies to deal with difficult people appropriately, anger management, coping techniques and more.

Whether it's a conflict involving customers, staff or management, you'll be equipped with the tools and techniques to approach others, reach a resolution and prevent further problems. The training offers an opportunity to plan and practice your skills so you feel empowered to handle any workplace conflict.

Attend a Dealing With Difficult People in the Workplace Training Class today, or have one of our professional trainers come to your workplace in Auckland, Wellington or Christchurch.

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DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE TRAINING COURSE OUTLINE

FOREWORD

During the Dealing with Difficult People in the Workplace training course, participants learn how to approach difficult people, then how to understand and influence them so that a successful resolution can be achieved without negativity and emotional damage.

The course includes training in recognising 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 behaviours and more.

This is as much a personal development experience as a professional development exercise because the techniques you learn can be applied to all areas of your life.

OUTCOMES

After completing this course, participants will have learned to:

- ▶ See conflict as communication
 - ▶ Benefit from a confrontation
 - ▶ Prevent problems
 - ▶ Get focused
 - ▶ How to deal with your own and other peoples anger
 - ▶ Deal with problems
 - ▶ Understand and use the three step conflict resolution model
 - ▶ Change yourself depending on the situation
 - ▶ Understand people's behaviours and motives
 - ▶ De-stress when things get ugly
 - ▶ Identify causes of difficult behaviour
 - ▶ Counter negativity with positivity
 - ▶ Discuss problems in groups
 - ▶ Use assertive anger
 - ▶ Plan and practice to handle difficult situations successfully
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MODULES

Lesson 1: Getting Started

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

Lesson 2: Conflict as Communication

- ▶ Defining Conflict
- ▶ Self-Assessment

Lesson 3: Benefits of Confrontation

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

Lesson 5: Getting Focused

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

Lesson 7: Dealing with Problems

- ▶ Dealing with Problems
- ▶ Causes of Difficult Behaviour

Lesson 9: Practice Makes Pretty Good

- ▶ Making Connections

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

- ▶ The Big Questions

Lesson 4: Preventing Problems

- ▶ The Importance of Empathy
- ▶ Dangerous Misconceptions

Lesson 6: Managing Anger

- ▶ Coping Strategies
- ▶ Guidelines for Assertive Anger

Lesson 8: The Three-Step Conflict Resolution Model

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

Lesson 10: Changing Yourself

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

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

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

WEB LINKS

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