PROFESSIONAL DEVELOPMENT TRAINING

# Dealing With Difficult People in the Workplace - 3hours

09 884 0762

REQUEST QUOTE

0.5 DAY COURSE

**Imagine yourself resolving workplace conflicts with others without creating negativity or damaging your relationships. In fact, picture yourself benefiting from confrontation because you can now manage difficult people and situations with ease. After attending the Dealing With Difficult People in the Workplace training course with PD Training you'll be empowered to better manage difficult people and situations.**

**In this life-changing course you'll learn how to discover the root causes of conflict, how certain behaviours impact others and learn specific strategies to deal with difficult people in an appropriate manner. 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 issues going forward. This training course provides you with an opportunity to plan and practice your situational management skills so you feel empowered to handle any workplace conflict.**

**This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day.**

**This is an instructor-led class that you can attend from home or your office.**

**We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.**

**These courses are facilitated in English, and are open to people from different industries across Australia, New Zealand, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities.**

**Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs see our outcomes in the reviews.**

****Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

## What You'll Gain:

During this Dealing with Difficult People in the Workplace training course, participants will learn how to approach, engage and better manage difficult people, while also learning how

to understand and influence them, so that a successful resolution can be achieved without creating negative feelings or damaging relationships.

The course includes training in recognising attitudes and actions that impact others, using effective management techniques to deal with difficult people, using tools to deal with anger, developing coping strategies, understanding motives and behaviours and much more. The course includes a personality profiling tool report, which helps participants to better understand themselves and how to best interact with other personality types as well.

# Outcomes

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

- Identify root causes of difficult behaviour
- How to approach and manage difficult people
- Understand particular types of Behaviour
- How to deal with Passive and Aggressive Behaviour
- Dealing with workplace conflicts

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# Modules

### Lesson 1: Conflict and its Benefits
- What is Conflict?
- Avoidance as a Strategy
- Activity: Analysing Difficulty

### Lesson 2: Understanding my Response to Conflict
- REACH Quadrants
- Activity: Conflict Styles

### Lesson 3: Preventing Problems
- Recognising Misconceptions
- Activity: Preventing Problems

### Lesson 4: Maintaining Focus
- The Three Fs
- Activity: Applying the Three Fs

### Lesson 5: Managing Anger
- Activity: Coping Strategies
- Dealing with Other People's Anger

### Lesson 6: Conflict Resolution Model
- Three Step Model
- Activity: Applying the Three Step Model

Talk to our expert team

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