

➤ G009 - Dealing with Difficult People (1 Day)

Course Description

Dealing with difficult people is something many of us face as part of our everyday work life. The stress of handling difficult people and difficult situations can create a lack of productivity, poor attitude, and reluctance to come to work. This course provides the tools for dealing with all types of seemingly difficult people at work and on projects.

*Ideal for
Teams,
Leaders and
Project
Managers*

Course Objectives

Upon completion of this course you will gain an understanding of:

- ✓ Benefits of effectively dealing with difficult people
- ✓ Apply techniques for dealing with difficult people
- ✓ Learn how to set boundaries and control your reactions
- ✓ Understand the four methods of “unhooking”
- ✓ Use processes and business tools to help with specific types
- ✓ Develop an action plan to improve relationships with others

This course includes a screening of the DVD, “*Working with you is Killing Me*”.

Competencies supported: Team Building, Personal Development, Communication and Conflict Resolution