

DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE

Generate a [group quote](#) today



COURSE LENGTH: 1.0 DAYS

Unfortunately, dealing with difficult individuals in a workplace can be very stressful and draining and many people just don't have this skill. If you want to improve your ability and tolerance when dealing with these complicated individuals, you should consider enrolling in a training course on Dealing with Difficult People in Workplace with PD Training?

This Dealing with Difficult People in Workplace training course will teach you how to reduce or remove problem conditions in a workplace. It covers a lot of different scenarios that usually occur in a workplace like disagreeing with other employees, working with aggressive and unreasonable individuals or handling bullies in the workplace. This training course provides you with the techniques and tools to handle these circumstances, attain mediation and demonstrates how important it is to intervene and manage conflicts.

This highly valuable and effective training course is now available throughout Kuala Lumpur and Malaysia, and also via instructor-led online training.

This Dealing with Difficult People in the Workplace training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote or enroll now into the next public course date.

DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE COURSE OUTLINE

FOREWORD

During the training course, participants learn how to approach difficult people, 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:

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

MODULES

Lesson 1: Introduction

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

Lesson 2: Conflict Defined

- ▶ Defining Conflict
- ▶ Self-Assessment

Lesson 3: Identify Confrontational Situations

- ▶ To Speak or Not to Speak
- ▶ Define Your Involvement
- ▶ Reciprocity in Relationships

Lesson 4: Issue Prevention

- ▶ Understanding and Using Empathy
- ▶ Avoiding Assumptions or Misconceptions

Lesson 5: Get to the Point

- ▶ Finding the Root Cause
- ▶ The 3 F's Explained

Lesson 6: Anger Management

- ▶ Techniques for Coping
- ▶ Using Assertive Anger

Lesson 7: Managing Difficult Situations

- ▶ Common Problem Management
- ▶ Difficult Behaviour Examples

Lesson 9: Practicing Positive Outcomes

- ▶ Planning for Difficult Situations

Lesson 11: People Don't Always Follow the Rules

- ▶ The Big Questions

Lesson 8: The 3-Step Conflict Resolution Model

- ▶ 3-Step Model Explained
- ▶ Implementing the Model

Lesson 10: Changing Yourself

- ▶ Negativity vs. Positivity
- ▶ Managing Negative Emotions

Lesson 12: Coping Techniques

- ▶ Deep Breathing Exercises
- ▶ Visualisation Therapy
- ▶ Musical Therapy
- ▶ Massage Therapy
- ▶ Laughter Therapy

WEB LINKS

- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)