

DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE

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Dealing With
Difficult People In
the Workplace



COURSE LENGTH: 1.0 DAYS

Unfortunately, dealing with difficult individuals in a workplace in Kuala Lumpur 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 delivered by 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 can occur in a workplace like disagreeing with other employees, working with aggressive and unreasonable individuals or handling bullies. 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.

Click on the Group Training Quote button or Contact us today for a free quote!

DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE COURSE OUTLINE

FOREWORD

During the training course in Malaysia, participants will learn how to approach difficult people and how to 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 and stress, 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
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MODULES

Lesson 1: Course Overview

Lesson 2: Conflict as Communication

- ▶ Defining Conflict
 - ▶ Self-Assessment
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Lesson 3: Benefits of Confrontation

Lesson 4: Preventing Problems

- ▶ Overview
 - ▶ Group Discussion
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Lesson 5: Getting Focused

Lesson 6: Managing Anger

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

- ▶ Coping Strategies
- ▶ Guidelines for Assertive Anger

Lesson 7: Dealing with Problems

- ▶ Dealing with Problems
- ▶ Causes of Difficult Behaviour

Lesson 9: Practice Makes Pretty Good

- ▶ Planning
- ▶ Practice

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

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

WEB LINKS

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