



## Dealing with Difficult People

### **Duration: One-day Workshop**

This workshop explores strategies for dealing with the difficult person. It is a proactive approach on how to work with people that you find intimidating or irritating. It will also identify your communication style, so that you may have a better understanding of how to change your behavior in difficult circumstances. We will focus on practical skills that will help you work more effectively with problem people in your organization and life, disagree without antagonizing, identify specific behaviors, and diffuse potentially explosive behavior.

### **Objectives:**

- Identify 4 different personality types and determine the most effective approaches for dealing with each type.
- Describe the steps involved for interacting with various types of difficult people such as the exploder, know-it-all and pouter.
- Know how to develop effective questions, listening skills and assertive responses to adapt to difficult interactions.
- Develop action plans for dealing with difficult individuals.

### **Workshop Topics:**

- Learn how to analyze and understand a difficult person's behaviour.
- Understand the other person's position and why they are behaving as they are.
- Highlight various active listening techniques to defuse a situation.
- Discuss various tactics for managing different types of difficult people.
- Be aware of the impact that 'My' and 'I' statements can have on a difficult person.
- Discover the difference between Assertive, Passive and Aggressive behaviour.
- Learn how to say "no" with diplomacy