



DEALING WITH DIFFICULT PEOPLE

"Be patient with everyone, but above all with yourself." - Saint Francis de Sales

Dealing with difficult people can be an overwhelming challenge. This course will equip you with skills to help you manage difficult situations and interactions. You will learn strategies to better communicate and assert yourself to gain respect and understanding in different types of difficult conversations. In addition, we will explore how to deal with challenging emotions in order to create a positive environment. Through interactive activities and discussions, you will have the opportunity to practice effective communication and develop lasting negotiation skills. Join us to enhance your ability to resolve conflicts and manage difficult interactions confidently and professionally.

Key Course Content:

- Determine the reasons difficult people can be truly awful
- Map the behaviours before "difficult"
- Respond rather than react
- Discover why customers feel entitled to be difficult (power imbalance studies)
- Plot the power plays of difficult people
- De-escalating anger techniques
- Interrupt outbursts with detached empathy
- Set behavioural boundaries with difficult people
- Learn the baiting techniques awful people use to grab your attention
- Point out how some people get enjoyment from causing distress
- Discover how to disempower difficult people
- Deal with challenging behaviours



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.