



Dealing with Difficult People and Personalities

People that are difficult to deal with are in every organization. And to ensure that an organization remains productive and efficient these individuals cannot be ignored. There are various factors that determine how difficult a person is for you to deal with including your confidence, self-esteem, and courage level. This workshop will help you with some strategies to better manage difficult people and personalities and help identify some of the ways you may be contributing to these problems. Workshop length and content can be customized to meet your training needs.

How You Will Benefit:

- Recognize how your attitude and actions impact others
- Find new and effective techniques for managing negative emotions
- Develop coping strategies for dealing with difficult people and situations
- Identify those times when you have the right to walk away from a difficult situation
- Learn some techniques for managing and dealing with anger

What Will Be Covered:

- Interactions with others
- Reciprocal relationships
- Five levels of conflict
- Dealing with change
- The five-step process
- Managing your anger
- Managing Another Person's anger
- Why don't people do what they are supposed to?
- Causes of difficult behavior
- De-stress options

Who Should Attend:

- Executives and Senior Level Managers
- Individuals in Management and Leadership roles who want to enhance effectiveness
- High Potentials
- Individual Contributors

Let's Get Started?

1. Contact us to get more information
2. We will tailor the program for your audience
3. Execute the training solution

What's Included?

1. Virtual or Classroom facilitation by an expert facilitator
2. Dynamic Interactive Experience
3. Specialized course workbook and materials
4. Personalized certificate of completion