

DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE

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COURSE LENGTH: 1.0 DAYS

Imagine yourself resolving workplace conflicts with others without creating negativity or damaging your relationships. In fact, picture yourself benefiting from confrontation because you can now manage difficult people and situations with ease. After attending the Dealing With Difficult People in the Workplace training course with PD Training you'll be empowered to better manage difficult people and situations.

In this life-changing course you'll learn how to discover the root causes of conflict, how certain behaviours impact others and learn specific strategies to deal with difficult people in an appropriate manner. Whether it's a conflict involving customers, staff or management, you'll be equipped with the tools and techniques to approach others, reach a resolution and prevent further issues going forward. This training course provides you with an opportunity to plan and practice your situational management skills so you feel empowered to handle any workplace conflict.

This enlightening personal development course is available in Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth, or via instructor-led training online.

Click the Public Class tab below to view the course schedule, or click In-House Training to request a quote for group training at your preferred location.

DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE COURSE OUTLINE

FOREWORD

During this Dealing with Difficult People in the Workplace training course, participants will learn how to approach, engage and better manage difficult people, while also learning how to understand and influence them so that a successful resolution can be achieved without creating negative feelings or damaging relationships.

The course includes training in recognising attitudes and actions that impact others, using effective management techniques to deal with difficult people, using tools to deal with anger, developing coping strategies, understanding motives and behaviours and much more.

OUTCOMES

After completing this course, participants will have learned to:

- ▶ See conflict as a type of communication
- ▶ Benefit from a confrontation
- ▶ Prevent re-occurring problems
- ▶ Get focused on solutions
- ▶ How to deal with your own and other peoples anger
- ▶ Deal with relationship issues
- ▶ Use the three step conflict resolution model
- ▶ Understand other people's behaviours and motives
- ▶ How to de-stress when things get ugly
- ▶ Identify root causes of difficult behaviour
- ▶ Counter negativity with positivity
- ▶ Use assertive anger in a positive manner

MODULES

Lesson 1: The Three Ds

- ▶ Welcome
- ▶ What do we find challenging about others?
- ▶ Diversity, Divergence and Division
- ▶ The Relationship Spectrum
- ▶ Reflection

Lesson 2: It all starts with me

- ▶ My Profile
- ▶ My Response
- ▶ Reflection

Lesson 3: Communication is Key

- ▶ Dealing with Passive and Aggressive Behaviour
- ▶ Responding Assertively
- ▶ Reflection

Lesson 4: Dealing with Particular Behaviours

- ▶ Bullies
- ▶ Discrimination
- ▶ Gossips
- ▶ Dealing with Particular Types of Behaviour
- ▶ Reflection

Lesson 5: Reasonable and Unreasonable Managers

- ▶ Reasonable Management Action
- ▶ Emotional Intelligence and Difficult Managers
- ▶ Reflection

Lesson 6: Self-Preservation

- ▶ Monitoring signs of stress

Lesson 7: Reflections

WEB LINKS

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