

## DEALING WITH DIFFICULT PEOPLE

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Dealing With  
Difficult People In  
the Workplace



**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, 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.

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## DEALING WITH DIFFICULT PEOPLE COURSE OUTLINE

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### 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. The course includes a personality profiling tool report, which helps participants to better understand themselves and how to best interact with other personality types as well.

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### OUTCOMES

**After completing this course, participants will have learned to:**

- Identify root causes of difficult behaviour
- How to approach and manage difficult people
- Understand particular types of Behaviour
- How to deal with Passive and Aggressive Behaviour
- Dealing with workplace conflicts
- Recognise different attitudes
- Handle stressful situation

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### 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

#### Lesson 4: Dealing with Particular Behaviours

- Bullies

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

- 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
- Allies and Mentors
- Tips for Dealing with Challenging People
- Reflection

#### **Lesson 7: Reflections**

- Create an Action Plan

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#### **WEB LINKS**

- [View this course online](#)
- [In-house Training Instant Quote](#)
- [Public Classes - Enrol Now!](#)