PROFESSIONAL DEVELOPMENT TRAINING

1300 121 400

REQUEST QUOTE

1.0 DAY COURSE

Dealing With Difficult People

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.

What You'll Gain:

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.

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

Modules

Lesson 1: Conflict and its Benefits
- What is Conflict?
- Avoidance as a Strategy
- Activity: Self-Assessment
- Activity: Analysing Difficulty

Lesson 2: Understanding my Response to Conflict
- REACH Quadrants
- Activity: Conflict Styles
- Activity: Which Style?

Lesson 3: Preventing Problems
- Recognising Misconceptions
- Activity: Preventing Problems

Lesson 4: Maintaining Focus
- The Three Fs
- Activity: Applying the Three Fs

Lesson 5: Managing Anger
- Activity: Coping Strategies
- Dealing with Other People's Anger
- Tips for Assertive Anger

Lesson 6: Dealing with Problems
- Activity: Dealing with Problems
- Causes of Difficult Behaviour

Lesson 7: Conflict Resolution Model
- Three Step Model
- Activity: Applying the Three Step Model
- Activity: Present Your Plan

Lesson 8: Changing Yourself
- Activity: Dealing with Negative Feelings

Lesson 9: Why People Don't Do What They Are Supposed To
- Activity: Why Don't People Do What They are Supposed To?

Lesson 10: De-Stress Options When Things Get Ugly
- Activity: Positive Coping Thoughts

Talk to our expert team

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