

# Dealing with Difficult People

## Course Description

### Course Objectives

Successful completion of this course will increase your ability to:

- Recognize the symptoms of a negative workplace relationship
- Utilize a six-step process for dealing with difficult people
- Resolve difficult situations more effectively using assertive strategies
- Recognize the role each of us plays in these situations
- Learn how to set boundaries and control your reactions to co-workers who cross those boundaries
- Learn how to “unhook” yourself from difficult interpersonal situations at work
- Uncover examples of challenging people along with their behaviors and emotions
- Describe the specific actions you can take to deal with these people...and their behaviors or emotions.

### How You Will Benefit

This workshop provides participants with techniques to enhance their skills for dealing with difficult people in the workplace. Participants will learn how to manage their own behavior, explore different coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation.

### Key Topics Covered

This course explores the following subjects in depth:

- Practice strategies for gaining control of volatile situations
- Apply techniques to take charge of work-place conversations
- Learn how to fend off a personal attack without being drawn into a “no-win” showdown
- Discover methods to keep pressure from affecting job performance

### What the Course Offers

- Interactive learning setting
- Opportunity to apply the concepts through role-play
- Participant Guide

### Length of Course

- 1 day

### Audience

- Individuals who wish to discover better ways to deal with difficult behaviors in the workplace.

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