

# Dealing with Difficult People: 1 Day Workshop



## OVERVIEW

Do you find it difficult, even impossible, to work with some people? They are rude, impatient, emotional persistent or aggressive people? Do you come home stressed out from work having had to work with difficult people all day?

If so this course will enable you to control your moods by not allowing others to give you negative feelings. You'll learn how to control your anger and stress levels and obtain a psychological edge by improving your people skills. You will learn strategies for coping with challenging personalities. Even the most troublesome individuals can become manageable when you understand what causes undesirable behaviour.

## COURSE OUTLINE

Topics covered include:

- Understanding behaviour and its effects
- Changing difficult behaviour
- Preventing difficulties
- Dealing with manipulators
- Basic communication skills
- Dealing with difficult clients
- Dealing with difficult supervisors, co-workers and sub-ordinates
- Encouraging desirable behaviour

Tools and exercises will be provided so that you can practice the techniques and strategies covered in the course.