



Dealing with Difficult People

OVERVIEW

When people work together, conflict is inevitable. Everyone has to deal with difficult situations with colleagues, customers, or suppliers from time to time. If issues are left unaddressed, they may cause severe stress, poor performance and declining morale. This workshop will help you develop strategies for handling interpersonal tension in the workplace.

LEARNING OBJECTIVES

In this workshop, participants will learn to:

- Recognize and prevent problems
- Recognize what makes people become difficult
- Recognize how their own attitudes and actions impact on others
- Find new and effective techniques for managing negative emotions
- Deal more professionally, confidently and calmly with difficult situations

COURSE OUTLINE

- Recipe for Conflict
- Power of Paradigm
- Response to Conflict: Resolution Styles
- What Makes People Difficult?
- Factors to Consider when Dealing With Difficult People
- Hot Buttons
- Are You Difficult?
- Top 5 Reasons Why Customers Get Upset
- When Customers Are Wrong
- Dealing With Complaints and Objections
- Case Study: Difficult Colleagues
- Case Study: Difficult Customers