Don't Deal with Difficult People – Learn to Work with Them

Course Code: 1420   **Course Duration:** 1 day

Conflict enters into our workplace and our projects whether we like it or not. The question is, will you adapt to the pressure and harness the tension for productivity or let it disrupt your work? The answer is simple: *Don't Deal with Difficult People – Learn to Work with Them*. You need a deeper understanding of causes of conflict and how to control your reaction to it. You learn how to adapt to differences in your colleagues and make communication more effective for them. Finally, you'll learn how to recognize difficult personalities and deal with them effectively.

Course Description: This course covers rules for dealing with difficult people, the importance of being assertive, how to give effective feedback, basic "people sense," various types of difficult personalities and how to manage difficult personalities.

Topics List:

- Defining conflict
- Characteristics of difficult people
- Impact of difficult people
- Reacting to conflict
- Communication as negotiation
- Shared problem solving

- Rules for dealing with conflict
- Being assertive and providing feedback
- People styles and intelligence types
- Effective listening
- Dealing with difficult personality types

Outline

1. Difficult Personalities
    a. The impact of difficult personalities
    b. The physiological effects of emotions
    c. Relating communications to conflict management
2. Careful Communications
    a. The relationship between communications and conflicts
    b. The ingredients of communications
    c. Interpersonal communications model
3. Negotiating with Colleagues
    a. The relationship between communications and negotiations
    b. Relating negotiations to relationships
    c. Distinguishing between soft and hard negotiators
    d. Relating negotiation style to difficult personalities
4. Managing Conflict
    a. Definition of conflict and conflict management
    b. Rules for managing conflict
    c. How to be assertive

      d. A model for giving productive feedback

      e. How to demonstrate empathy and understanding

5. "People Smart"

      a. Emotional intelligence

      b. The theory of People Styles

      c. The Thomas Kilmann conflict model

6. Strategies for Difficult Personalities

      a. Categories of difficult personalities

      b. How to work with each of the categories of difficult people

Who Should Attend: Project managers, team leaders, functional leaders, technical specialists, subject matter experts, trainers, event planners, and project leads.