



Overview/ Description:

At one time or another, we have all dealt with a difficult person. Whether they are hard to communicate with, acting defensive or just handling a situation inappropriately, interactions with difficult people can affect our confidence, mood and focus. Learning to recognize and cope with common difficult behaviors in ourselves and others can help make difficult encounters much more manageable.

Workshop Objectives:

By the end of this workshop, you will:

Identify the most common “difficult” behaviors

- Describe what motivates most difficult behaviors
- Identify distinctions between passive, aggressive and passive/aggressive behaviors
- Identify the positive intent behind many difficult-to-understand behaviors

Identify appropriate strategies for dealing with difficult behaviors

- Describe how to maintain composure when responding to difficult behaviors
- Describe ways to defuse aggressive acts in the workplace

Describe five methods for resolving conflict

- Identify your favoured style
- Identify tips for improving communication

How to Deal With a Difficult Person



TARGET AUDIENCE:

ANYONE WISHING TO IMPROVE THEIR ABILITY TO COMMUNICATE WITH OTHERS



EXPECTED DURATION:

45-60 MINUTES