

## Dealing with Difficult People

**Length:** ½ Day

**Summary:** Dealing with difficult people is something many people face as part of their everyday work life. The stress of handling difficult people and tough situations can create a lack of productivity, poor attitude and a reluctance to come to work. In this course, you will learn how to deal with challenging people and problematic situations.

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### COURSE CONTENT

1. **COMMUNICATION TECHNIQUES WHEN DEALING WITH CHALLENGES**
  - Styles of interpersonal communication: Aggressive, Passive, and Assertive
2. **RECOGNIZING, RESPONDING AND RESOLVING CONFLICT**
  - Develop a Healthy Attitude Toward Conflict
  - Assess the Situation
  - Avoid Conflict Escalation
  - Actively Listen
  - Respond to Negative Tactics
  - Identify the Source of the Conflict
  - Determine the Best Solution
  - Implement the Solution
3. **HANDLING ANGRY AND DIFFICULT PEOPLE**
  - Handling loud & abrasive people
  - Dealing with explosive & intimidating attitudes
4. **DEFUSING EMOTIONAL SITUATIONS AND STAYING FOCUSED**
  - Process to defuse emotions
  - Keep conversations from becoming emotional