

***'It is our actual experience which makes the difference to the training'***

## **Workshop Name: Dealing With Difficult People**

### *One-day workshop*

You can't avoid meeting difficult people. However, you can build the skills for handling them successfully. The ***Dealing with Difficult People*** workshop is designed to provide you with skills, techniques and strategies to professionally and confidently deal with difficult people including co-workers, clients, customers, managers or team members.

In this course you will learn how to identify and manage different behavioural styles to build a positive atmosphere with open and honest communication. You will explore specific difficult behaviours, their triggers and also understand how our own responses can drive conflict behaviour.

You will also have the opportunity to assess your current listening and communication skills and discover areas of improvement. Other topics covered in the course will include assertiveness, the power of language and coping with difficult behaviours.

### ***Learning outcomes***

You'll come out of this ***Dealing with Difficult People*** workshop with practical tools for dealing with difficult behaviours and conflicts. Discover why some people resort to difficult behaviour. Learn how to:

- Analyse and recognise the causes behind difficult behaviours
- Understand the role of our own communication style plays in managing difficult people
- Key strategies to deal with difficult behaviours including aggressive behaviours
- Develop tools around communication and language to develop and maintain boundaries
- Understand the role and skills of non-verbal communication in managing difficult people
- Develop and apply assertive communication language techniques
- Handle aggressive and passive-aggressive behaviours assertively

### ***How can you put your learning to use?***

The practical focus of this course on dealing with difficult people means that you use what you learn immediately. At work, you can use your new skills to handle complaints, positively respond to team conflicts, minimise the impact of negative co-workers and work effectively with your boss or direct reports.

As with all the short course programs at ACIM, this is a very interactive program. It covers the why, what and how of dealing with difficult people and behaviours. You'll learn through a variety of methods including: interactive presentations, practical group activities and individual planning activities to prepare you to put your skills to use shortly after the workshop.

Check out our website for course dates and locations

Tailored programs for specific organisations are also available please  
contact us.