



corporate training options

Handling Difficult People and Situations

Overview & Learning Outcomes

Upon successful completion of this course you should be able to:

- Identify who the difficult people in your life have been in terms of their characteristics and the rewards they get for behaving as they do.
- Examine how your personal beliefs and values play into the way you deal with difficult people. And, you'll revisit your typical first response to see if it serves you well.
- Identify the sources of power your difficult people have over you, and you'll learn the degree of difficulty posed by each one.
- Assess each difficult person to enable you to make a good decision about how to handle each situation you face.
- Identify tools to help you find the right words, and you'll receive a process model to guide you through the interaction with uncommon grace and skill.

Prerequisites

There are no pre-requisites for this course.

Duration:

1 Day

Courseware:

High quality learning materials are available for purchase by participants.

Corporate Training Options

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Handling Difficult People and Situations
Training Course Outline

The Difficult People in Your Life

The difficult person in your life
Personality profiles of difficult people
Part summary

How You See and Hear Difficult People

How I contribute to the problem
Beliefs
Values
Preferences/world view
Part summary

The Power of a Difficult Person

Degrees of difficulty
Favourite difficult person
First response
Getting past the first response
Go, no go
Part summary

Making a Plan and Finding the Words

Planning to deal with difficult people
Strategies for dealing with different types
Part summary

Leading a Difficult Customer to a Better Outcome

The LEAD model
Listen
Explore
Attend
Deliver a solution
Being the difficult person
Appreciative inquiry
Part summary

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