

Dealing With Difficult People

Outline

Whilst many of the people with whom we come into contact are co-operative friendly and helpful, some individuals are more challenging. Understanding "how" and "why" people differ is a basic requirement.

This programme provides tools and techniques for dealing with difficult people.

Who Should Attend?

- ◆ Managers with difficult people in their teams
- ◆ People with difficult co-workers
- ◆ Individuals with challenging clients
- ◆ Team members with a difficult manager.

Duration & Location

This is a one day workshop, 10.00 to 5.00, normally un at the client's venue.

Participation

To improve interactivity and shared learning the workshop is best suited to groups of 6-8 participants.

This programme can also be run individually or for pairs of people with some modification.

Workshop Style

The workshop is highly participative and uses practi-

cal exercises, role play, case studies, and discussions to give participants the experience they need to deal with the issues.

Objectives

The objectives of this workshop are to:

- ◆ Help participants understand how and why other people may seem difficult to work with
- ◆ Provide simple solutions to deal with the most frequently occurring difficult people
- ◆ Generate ideas for how to deal with the specific issues faced by participants.

Structure

- ◆ Introduction
- ◆ Objectives
- ◆ How people differ
- ◆ The sixteen key types of difficult people
- ◆ Why people differ
- ◆ Why do people problems matter?
- ◆ Solving people problems
- ◆ Basic assumptions about problem people
- ◆ Why conflicts occur
- ◆ Your conflict style
- ◆ Is doing nothing an option?
- ◆ Altering your perceptions of difficult people

- ◆ Persuading the other person to change
- ◆ Modifying the situation
- ◆ Dealing with your specific issues
- ◆ Improving communication
- ◆ Managing a difficult boss
- ◆ Developing better peer relationships
- ◆ Resolving client issues
- ◆ Dealing with interdepartmental issues
- ◆ Dealing with intradepartmental issues
- ◆ Summary
- ◆ Action planning

Follow-up

We follow up with all participants 3 months after the programme.

Other Programmes

Some of our other programmes include:

- ◆ Emotional Intelligence At Work
- ◆ Mentoring
- ◆ Positive Influencing
- ◆ Negotiating To Win
- ◆ Managing Dispersed Teams
- ◆ Managing Your Boss
- ◆ Team Building On Yachts

For further information on this or other programmes please contact us on: +44 207 863 8877

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