



Handling Difficult People

Ref: imp

Stop pulling your hair when you encounter a difficult customer, colleague or spouse. How would you like to understand why a person is difficult or seen to be difficult? Rather than letting difficult people get the better of you in achieving your goals, use the situation and turn it around. Learn some techniques on how to communicate better with these difficult people whom you have always been trying to avoid.

Objectives

At the end of the course, participants will be able to:

- a) Understand why such difficult people exist
- b) Know how to cope with difficult people

Content

- ✚ Getting to know you
- ✚ Different types of difficult people
- ✚ Characteristics of difficult people
- ✚ Why is it important to handle difficult people well?
- ✚ Understand why People become difficult
- ✚ Approach for coping with difficult people
- ✚ What should I do if I am the difficult person?
- ✚ Personal Action Plan

Approach

Interactive sessions and group activities

For whom

Management, Supervisors, Human Resource personnel, Sales, Customer service staff and teachers

Duration

One day