



**THE
ENTERPRISE
CENTRE**

Dealing with Difficult People

ENT1519

1 Day

Objective

This course will be for anyone who has to deal with difficult people. It applies methods to help define and describe problem people and situations, and to select an appropriate strategy for dealing with them. These strategies include techniques for recognizing and dealing with the destructive behaviours in others, methods for managing ourselves in stressful situations, strategies for protecting ourselves and others, and the application of specific verbal and body language messages to help quell difficult situations. In this course we will have a chance to practice verbal self-defense techniques and apply these to a variety of situations, including difficult bosses, peers and customers.

Process

Participants will be engaged in a variety of discussions, small-group exercises and simulations designed to stimulate discussion of the topics covered and practice techniques for later use in a work environment.

Participants will be able to:

- recognize problem behaviours and their implications on working or customer relationships
- understand the nature of dysfunctional behaviours
- use effective language for dealing with the negative behaviours of others