

# Dealing With Difficult People

Everyone encounters difficult people on a regular basis and conversations with them typically leave people feeling frustrated, stressed, angry and tired. This workshop will analyze what is happening in those exchanges and demonstrate how people can change their strategies to bring about more productive conversations with those they find difficult. The effect of intervention styles will be explored in relation to how one relates to a difficult person. Participants will also learn how to change their interactions with difficult people in order to influence their behaviour, resulting in more positive outcomes. This is a two-day workshop.

## What will students learn:

Each one of us will have different views about who we consider difficult. In some cases, the person that one person finds difficult is the person with whom another has a close friendship. Sometimes many would agree that a certain individual is difficult, but may also disagree about how difficult they are or what about them is difficult. Although we may find people difficult for different reasons, this manual will explore four behavioural patterns that many of us find difficult to deal with in other people. They are: The Bullying Person, The Passive-Aggressive Person, The Chronically Angry Person, The Resistant Person.

We will explore where these patterns of behaviour may originate and how we can exert influence to elicit behaviour that we prefer.

## What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes

## What Topics are Covered?

- ✓ Who are difficult people?
  - ✓ Who is my difficult person?
  - ✓ Dealing with reasonable people
  - ✓ Influence: What you control
  - ✓ Styles for dealing with difficult people
  - ✓ Style inventory for dealing with difficult people
  - ✓ The bullying person
  - ✓ The chronically passive aggressive person
  - ✓ Dealing with chronic passive aggressiveness
  - ✓ The chronically angry person
  - ✓ The anger cycle
  - ✓ The chronically resistant person
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- ✓ Specialized manual and course materials
  - ✓ Personalized certificate of completion