

DIFFICULT PEOPLE: COMMUNICATION AND CONFLICT UNDER PRESSURE

A one-day (0.7 CEU) performance-focused training



CORE COMPETENCIES

UPPER MOHAWK, INC. (UMI) is a federally accredited Woman-Owned Small Business (WOSB) under the 8(m) Federal Small Business Program and a State of Florida-certified Woman-Owned Small Business. UMI's Training Division has extensive experience creating customized training solutions, as well as providing a broad course catalogue for government agencies and private organizations.

WHAT IS THIS COURSE?

Difficult People is a one-day training for law enforcement, military personnel, first responders, and private-sector professionals operating in high-stress environments. The course builds practical skills to recognize difficult behaviors, manage conflict, and communicate effectively to reduce escalation and protect operational effectiveness.

HOW THIS TRAINING WORKS

This course treats difficult interactions as a performance challenge, not a personality flaw. Participants learn to identify behavior patterns, distinguish people from situations, and apply structured communication tools through realistic, real-world application

COURSE FOCUS

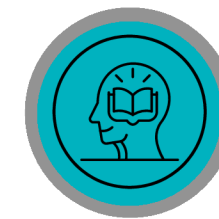
- Recognizing difficult behaviors and underlying drivers
- Cultural, generational, and conflict-style influences on communication
- Practical tools for tough conversations and de-escalation
- Emotional control and professionalism under pressure
- Personal action planning for consistent responses

WHY THIS COURSE MATTERS

Unresolved conflict and difficult behaviors degrade communication, decision-making, and team performance. Difficult People equip professionals with practical strategies to manage challenging interactions early, reduce escalation, and sustain safety, morale, and mission readiness.

COURSE STRUCTURE

- Difficult behaviors and stress recognition
- Culture, generations, and conflict styles
- Communication and decision-making under pressure
- Managing and resolving difficult interactions
- Workplace application and action planning



Learning Environment
Classroom.



Course Length
8 Hour Course-
2 Scheduled
Breaks Included



Class Size
Max 20.



Credit Hours
Earn 0.7 CEUs
upon full course
completion.

OUR CERTIFICATIONS

Unique Entity ID: PHHWWNNITRT5
CAGE Code: 4WTS1
Certification

- Accredited CEU Provider by IACET



Provider# 1005781

FOR MORE INFORMATION

Visit Our Website



Connect with us   

Innovative Training Solutions for Organizations.