



## Handling Difficult People and Situations



# Handling Difficult People & Situations Training Course

## Handling Difficult People & Situations Foreword

Even if you have strong interpersonal skills and common goals, conflict can happen. This course will give you tools to handle those difficult situations calmly and effectively.

## Course Length

1 day

## Learning Outcomes

By the end of this course, participants should be able to:

- Learn to understand the personality profiles of difficult people
- Recognise different types of difficult people in their life
- Develop greater awareness of their personal perspectives
- Consider their own beliefs and values
- Recognise ways they contribute to situations
- Learn about Degrees of Difficulty
- Learn about 'First response'
- Learn how to move past the 'First response' to a more constructive place
- Consider Go, No Go options
- Develop plans to deal with difficult people
- Learn the right words to use
- Learn the LEAD model to reach a better outcome
- Understand the use of AI (Appreciative Inquiry)

## Handling Difficult People & Situations Training Course Outline

Handling Difficult People and Situations -  
Lesson 1

### **The Difficult People in Your Life**

- The Difficult Person in Your Life
- Personality Profiles of Difficult People
- Part Summary

Handling Difficult People and Situations -  
Lesson 2

### **How You See and Hear Difficult People**

- How I Contribute to the Problem
- Beliefs
- Values
- Preferences/World View
- Part Summary



## Handling Difficult People and Situations - Lesson 3

### **The Power of a Difficult Person**

- Degrees of Difficulty
- Favourite Difficult Person
- First Response
- Getting Past the First Response
- Go, No Go
- Part Summary

## Handling Difficult People and Situations - Lesson 4

### **Making a Plan and Finding the Words**

- Planning to Deal with Difficult People
- Strategies for Dealing with Different Types
- Part Summary

## Handling Difficult People and Situations - Lesson 5

### **Leading a Difficult Person to a Better Outcome**

- The LEAD Model
- Listen
- Explore
- Attend
- Deliver a Solution
- Being the Difficult Person
- Appreciative Inquiry
- Part Summary

## Handling Difficult People and Situations - Lesson 6

### **Review and Application**

- Review and discuss lessons learnt
- Plan applying techniques in different situations and with different people
- Consider differences between dealing with customers and internal team members

**Handling Difficult People & Situations Training** is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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