Under certain situations, some people become difficult to handle because they refuse to cooperate and understand. Difficult people may contribute negatively to situations and people, but they need to be handled rationally and positively so that the damage they can cause is reduced or averted. Handling Difficult People and Situations Training Course includes identifying difficult people, judging their impact on others and the environment, influencing difficult people towards positive outcomes, and controlling one's own behavior. It involves the use of understanding and techniques to handle negativity with positivity.

Be prepared for it with this Handling Difficult People course from pdtraining. This course teaches practical take away tools that can be used immediately to handle difficult situations calmly and effectively.

This course is available now in Central and Hong Kong wide.

This Handling Difficult People and Situations training course can be delivered at your premises by one of our expert local or international trainers or live online using our Hive technology.

Contact us today for a quote or enroll now into the next public course date.

Handling Difficult People and Situations Course Outline

Foreword:

Even with strong interpersonal communication skills, conflict can, and will, happen. Be prepared for it with this Handling Difficult People course from pdtraining. This course teaches practical take away tools that can be used immediately to handle difficult situations calmly and effectively.

Outcomes:

- Understand the personality profiles of difficult people
- Learn to recognise the different types of difficult people in ones life
- Develop a greater awareness of a difficult person's personal perspectives
- Consider ones own beliefs & values
- Learn to recognise ways difficult people contribute to situations
- Understand the Degrees of Difficulty
- Learn about 'First Response' and how to move past it to be more constructive
- Consider ‘Go’, and ‘No Go’ options
- Develop plans to deal with difficult people
- Master the right words to use
- Master the LEAD model for a better outcome
- Understand the use of AI (Appreciative Inquiry)

Handling Difficult People and Situations Training Courses are delivered by pd training's Handling Difficult People and Situations training specialists in Central and Hong Kong wide.
The LEAD Model
- Listen
- Explore
- Attend
- Deliver a Solution
- Being the Difficult Person
- Appreciative Inquiry
- Part Summary

Plan applying techniques in different situations and with different people
Consider differences between dealing with customers and internal team members

Web Links:
View this course online:
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