



## **Dealing With Difficult People Workshop**

**GOAL:** The goal of this 4-hour workshop is to create better working relationships, resolve conflicts, and manage interactions effectively through an understanding of the different fears that drive difficulty and resistance.

### **BENEFITS OF THIS TRAINING:**

- Manage stress at work or home
- Learn how to deal with different personality styles
- Increase team spirit, cooperation, and job satisfaction
- Improve morale
- Build stronger relationships with coworkers

**HOW THE PROGRAM WORKS:** Through instruction, participants learn to recognize the various types of personality styles and effective ways of dealing with them.

### **PROGRAM OUTLINE:**

- Defining what “difficult” means?
- Difficult people versus difficult behavior
- How to manage potential difficult situations
- The role self-confidence and self-esteem play in these tough situations
- Review how different behavior styles affect relationships and our understanding of others
- Practice increasing the effectiveness when interacting with others

**METHODOLOGY:** Training sessions are comprised of lecture, written exercises, large and small group discussions, PowerPoint and video presentations. Workshops materials include participant guide and styles assessment.