

HANDLING DIFFICULT PEOPLE

Duration: 1 or 2 days

- How to deal with 8 types of difficult people?
- Learn communication strategies to deal with each type
- How to bring out the best in you and them in difficult conversation?

This workshop covers strategies and techniques to manage difficult people and behavior, producing positive outcomes. Participants will learn a valuable insight into why people behave in challenging ways and how to handle them more effectively. The course also enables participants to have an effective and productive conversation with difficult people and behavior at work.

Participants will leave the training equipped with effective, practiced strategies for achieving a more successful outcome.

Objectives:

- Recognize the causes of challenging behavior
- Identify the 8 types of most unwanted behavior
- Identify the best strategies for addressing each type
- Learn and apply skillful communication to deal with each type
- Learn and apply how to bring out the best in people at their worst

Agenda:

- "Attitude" and "Reaction"
- The 8 types of difficult behaviors
- Recognize how each type think, fear and do
- Communication strategies
- How to deal and communicate with each type?
- How to bring out the best in you and them in difficult conversation
- Case study, practices and feedback

*Award Winner
of 2017 Communication Training
by HR Reporter Reader's Choice
"Think on Your Feet®"
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AcComm & Image International*

