

Handling Difficult People Training Course Description

What is the ideal strategy?

- What is the best mental attitude when confronted with challenging people?
- What is the best long terms strategy?
- Why self-examination is important and how best to do it?
- How to deal with conflicts, physically and emotionally?
- What is “*ironic processes of mental control*” and how can it help in optimizing the delivery of your demands?
- How to commit to action and get optimum results next time you are challenged by a difficult person?

How to respond to people?

- What are the *four responding styles*, when to use them and where should you avoid using them?
- How to avoid unpredictable reactions to your comments by observing and analyzing the other person for specific signs?
- How to listen and respond emphatically and connect when needed?

How to engage in a conversation?

- What to do to stay focused on a conversation and avoid drifting away?
- What is ‘*click-wirr*’ and how to use it in a conversation?
- How to ask good questions based on your encounter?
- What non-verbal signals you should be aware of and use?

How to handle conflicts?

- What is the optimum process of *conflict resolution*?
- What are *conflict resolutions styles*?
- How to use the styles in sequence to get maximum results?

How to deal with confrontations?

- What is APA communication model and how can you use it to manage difficult people?
- How to use the *5-Step Guide to Confrontations*?
- What can be learned from confrontation examples?

How to deal with reactive and toxic words?

- How to prevent a challenging conversation by choosing the right words?
- What are the toxic statements, phrases, gestures and attitudes that can significantly affect your conversation and relationship with the other person?
- How to avoid using them and handle people who use them on you?

How to look for patterns?

- What are the characteristics of difficult people and how to deal with them?
- What are the example behaviors?
- What are the origins of their behavior?
- How to use these patterns to handle difficult people?

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

- Use the right **mental attitude** when confronting others to minimize the effect of difficult encounters
- Choose the right **responding style** when dealing with others
- Make **constructive conversations** by staying focused and in control
- Select an appropriate **conflict resolution** style to get maximum results
- **React to confrontations** quickly and efficiently while maintaining your emotional balance
- Identify **toxic words** and handle them while maintaining the efficiency of your conversation
- Identify the **type of difficult people** you are dealing with and respond accordingly