

## How to Handle Difficult People

Duration: 2 days

### Overview:

The New Horizons How to Handle Difficult People Program teaches participants techniques to deal with difficult customers and staff members in a positive and assertive way. Participants learn the assertiveness model and various strategies to communicate with individuals who are manipulative, dominant or potentially emotionally volatile. Program activities include role-plays with difficult situations, boundary setting and empathising. Participants also learn about themselves in interaction with others, how emotional responses can impede positive outcomes and what to do about it. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure participant success.

### Target Audience:

This course is suitable for anyone who, in their day-to-day work, deals with people who may present as difficult to handle on occasions. Suggested titles include Managers, Supervisors, Frontline Managers, Training Managers, Help Desk Supervisors, Administration Staff, Customer Service Officers or staff who have demanding bosses and are looking for a way to manage interactions more diplomatically.

### At Course Completion:

Participants will leave the course with a certificate of attendance and an individualised action plan to help support next steps on return to the workplace. More importantly you will have developed skills and knowledge to:

- Diplomatically say 'No' and keep boundaries intact
- Use assertive communication techniques to express your wants
- Give constructive feedback
- Take control of a conversation diplomatically
- Counter intimidation tactics from Tanks, Snipers and Exploders
- Develop your confidence around potentially conflict laden situations

### Lesson 1: Managing Diversity

- Gather, convey and receive information and ideas How do values drive behaviours? - Understand different behaviour types and patterns

### Lesson 2: Dealing with Difficult Behaviour

- Handling difficult people
- Coping with difficult behaviour
- Identifying your personal responsibility
- To counsel, coach or discipline?

### Lesson 3: Practical techniques for dealing with:

- Aggressive behaviour
- Blaming behaviour
- Defensive behaviour
- Passive behaviour

### Lesson 4: Effective Workplace Communication

- Learning how to be assertive and standing your ground
- Positive self talk Giving and receiving feedback
- Learning how to say 'no'

### Lesson 5: Prevention is better than cure

- Disempowering to co-operation
- But vs. And
- Co-operation language
- Gathering Information
- Questioning techniques