

Dealing with Difficult People

A Half Day or Full Day Seminar

Course Description

Success in any endeavor is dependent on working effectively with people. All types of people. The challenge for most of us is the “difficult” people we have to deal with. This seminar provides powerful insights into the differences between people which create difficulties and provides specific perspectives and actions you can take to be vastly more effective with most people. Common personality issues, generational tendencies and other differences that create challenges are discussed thoroughly. Specific tools for dealing with difficult types of people are provided and practiced, and abundant coping strategies are developed. You’ll walk out of this seminar more relaxed, confident and effective – guaranteed.

Course Objectives

This course will help attendees:

- Reduce the stress created by current “difficult” relationships.
- Enjoy working with a wider array of people.
- Understand that most interpersonal difficulties are caused by “differences” that we fail to accept, deal with and effectively utilize.
- Recognize and better understand differences in personality, generational tendencies and more.
- Appreciate and leverage differences between themselves and others.
- Adapt their communication styles to be more influential and effective with people.
- Learn to effectively deal with nine of the most common difficult behavioral types.
- Learn how to effectively cope when all else fails.

Overview

This course is specifically designed to provide new perspectives, tools and skill sets to help you be more effective in dealing with a wide array of people. By learning to understand people from their perspective rather than your own, you will reduce conflict and be more effective in creating positive outcomes. You will learn to communicate in their style rather than being stuck in your favored style. You will better appreciate and understand how to leverage the power of diversity rather than be frustrated by it. And when all else fails, you will learn how to cope with others without creating self-imposed stress.

This course uses the time honored DESC behavioral profile as a basis for understanding personality types. It also takes a thorough, humor filled look at the growing challenges between generations in the work place. And it is highly interactive, focusing on providing specific tools and skills that can be applied immediately following the course.

AGENDA

- What is a “Difficult Person”?
- Why are they “Difficult” for you?
- When do you become “Difficult” and why?
- “Difficult” vs. “Different”
- Understanding personality types
- DESC behavioral description assessment
- How to interact with different personality styles
- General guidelines for effectiveness
- When & why do people become difficult
- Generational tendencies overview
- Generational tendencies applications
- General communication guidelines
- Nine common difficult personality types and how to deal with them
- When all else fails, simply cope
- Dealing with difficult customers
- Application Action Planning
- Continued learning processes

Related LifeChampion® Topics

- Handling Conflict and Confrontation
- Listen Up! High Performance Listening Skills
- POWERSTART for New Supervisors
- Win-Win Negotiation Skills

Additional LifeChampion® Resources

- FREE Simple Disciplines E-ZINE
- AUDIO ALBUM – Dealing with Difficult People
- ON-LINE, ON-DEMAND Video Training
 - Coming Soon

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