



Local Government Training Group

HOW TO MANAGE AND DEAL WITH DIFFICULT PEOPLE

This two-day course will help participants gain the knowledge and skills to manage difficult people and situations both within the organisation and in relation to customers. The Programme will help participants to 'Increase participant's understanding of people and difficult behaviour' while also providing a range of tools and techniques which can help them to more effectively deal with behaviour and/or situations which they may experience difficulties with'.

TRAINER: Tom Kenny

Course Content:

- Understanding difficult people
- Demonstrating specifically what to do and say
- Getting along with problem people
- Bringing out the best in others
- Dealing with various types of behavioural styles
- Dealing with Difficult People

This programme is designed to assist any member of staff, at any level in the organisation, who has in the past or currently experiences difficulties with 'people/situations' they regard as being difficult. These difficulties may be from colleagues, customers, bosses, subordinates or indeed a combination of these people.

Participants will be expected to complete two Self Assessment Questionnaires and complete a single page preparatory sheet prior to the Workshop. While this is minimal in nature, it is important that participants understand and work to meet this expectation.

Objectives:

By the end of this programme participants will be able to:-

Correctly explain the importance of perception in understanding difficulties they may encounter with people.

Correctly explain in their own words the seven habits of highly effective people and how these seven habits can form the basis of effective relationships with oneself (intrapersonal) and with others (interpersonal).

Correctly explain in their own words the importance of accepting responsibility for one's behaviour and responses in difficult situations and with difficult people as evidenced in the proactive habit.

List a set of rights and responsibilities using the guidelines in the handout, which can be used to guide their behaviour in their various roles in life.

Develop an objective rating for their assertiveness and conflict handling ability through completion of relevant questionnaires.

Correctly list at least three potential difficulties one might encounter with different behavioural styles while also producing at least three practical strategies for dealing with the different types to the satisfaction of the course facilitator.

Demonstrate effective application of assertiveness techniques through simulated situations as measured by self and other feedback.

Revisit a problem area/difficult behaviours they are presently encountering with a view of getting some ideas as to how they might be more "effectively managed".

Develop an action plan to the standards outlined in the handout to take forward any identified development needs.