



# Dealing With Difficult People Training Course

# About this Course

## Dealing With Difficult People Training Course

**Do you want to be more confident when dealing with difficult people and have a toolkit to apply to different situations?**

Our Dealing With Difficult People Training Course will help you to understand how to approach someone who you see as difficult and how to have an effective conversation with them to change the behaviour. The course will help you understand why we see some people as difficult and how to improve our relationships with them.

This Dealing With Difficult People training course is delivered as a scheduled open online training course or in-house just for your business.

We deliver the course as a face to face course and a live virtual online course.



# Aims & Objectives

Here is what you will learn on our dealing with difficult people training course

## Course Aim

Our Dealing With Difficult People training course looks at what makes people difficult, our relationships with them and, when the time comes, how to have those difficult conversations with them.

Working with or leading someone who you see as difficult can be tricky. It can be daunting knowing you may have to have a conversation with them, just in case they react in a negative way. Maybe the difficult person isn't someone you work with. It might be a customer or client or even a friend or member of your family.

Knowing how to approach someone you see as difficult and having an effective conversation can be the make or break between a good or bad relationship.

## Course Objectives

By attending this Dealing With Difficult People Training Course you will:

- Be able to describe difficult behaviour and understand its cause
- Know how different personality styles and traits can lead to difficult relationships
- Be more self-aware of how their own behaviour can impact others
- Be able to demonstrate techniques to deal with a range of different behaviours
- Know how to build and maintain better relationships with others

# Course Content

Here is what we cover in our dealing with difficult people training course

## What is Difficult Behaviour?

- Identifying a range of behaviours that you find difficult to manage/be around
- What makes it difficult?
- What causes difficult behaviour?
- Self-awareness and our reactions to others behaviour

## Attitude and Behaviour

- What is attitude and behaviour?
- How does our own attitude and behaviour impact others
- Not reacting/taking a step back
- What approach should we take when dealing with someone who is difficult?

## Our Personality and Relationships with Others

- Understanding of own personality and traits
- A look at other styles and traits
- Where are the conflicts?
- Working on our own style to communicate more effectively
- Improving relationships through better understanding

## Dealing with the Behaviour

- 10 types of difficult people and how to deal with each
- Preparing the conversation
- Putting together the feedback you need to give constructively
- Holding the conversation and delivering the feedback

## Conflict Management

- Defining conflict
- Killman conflict model
- Pushing in the right direction

## More Tactics

- Using the Agreement Framework
- Being proactive
- Dealing with difficult customers and complaints

## Skills Practice and Action Planning

- Your turn to have a go
- Getting some feedback
- Turning feedback into actions

# Delivery Options

How we deliver our dealing with difficult people training course



## Open Training Course

**Delivered online as a scheduled open training course**

£215.00 + VAT / €239.00

Price per delegate.



## In-House

**Delivered at your business location or a location of your choice anywhere in the UK, Ireland, across Europe or online.**

We can adapt the course content to meet your specific needs and those of your team.

Contact us for a quote.

# Open Training Course

Attend our scheduled online training course

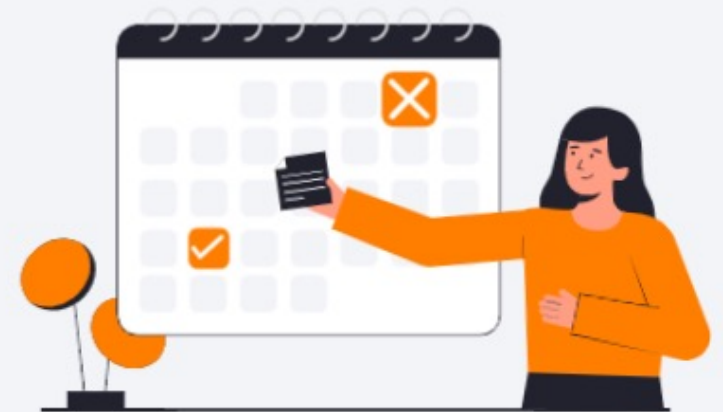
**We deliver our dealing with difficult people course as an online scheduled open training course.**

**Perfect for when there is just you, one of your colleagues or a small group of you that would like to attend the course.**

Our scheduled courses run on a regular basis and are delivered via Zoom.

You will find them just as engaging and interactive as our in-person training course.

See the course page on our website for more details and the course schedule.



# In-House Delivery

Train your team. Train your entire company.

**We can deliver our dealing with difficult people training course just for your team or organisation.**

1

## **Start with an off-the shelf course**

We'll use the content in the overview as a starting point

2

## **Understanding your needs**

We'll work with you to agree what outcomes you want from the course

3

## **Making it yours**

We will shape the content to ensure the course meets your requirements

4

## **Delivering the skills**

We then deliver the course that we've agreed either in-person or online

## **Make it even more bespoke**

We can completely redesign the course to meet your needs. Just tell us what you need, and we can put a no obligation proposal together for you.

# Online Training Course

Fun, engaging and interactive – delivered online

**Our dealing with difficult people course can be delivered as a virtual online course.**

**The same great content reimagined for the online environment.**

- ✓ Our open training courses are delivered using Zoom
- ✓ When delivered in-house, we can use the platform you are most comfortable with
- ✓ Re-designed sessions to allow for interactivity and engagement in the online environment
- ✓ The same fun, engaging and down to earth approach
- ✓ Join your course from anywhere



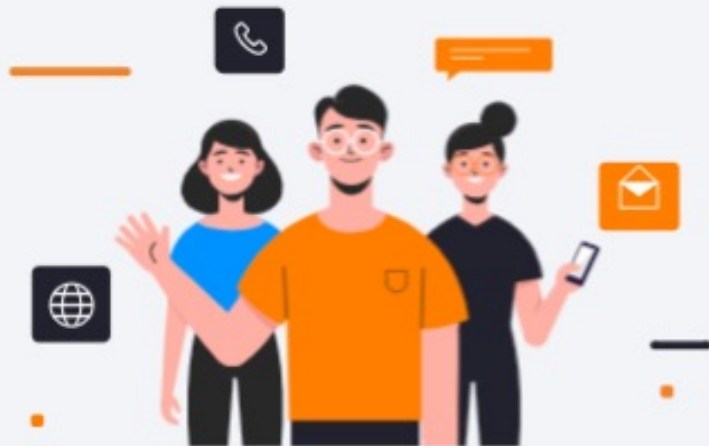


# About Us

A bit about who we are and what we do

## We are Revolution Learning and Development

**We are a leading learning and development consultancy based in the UK. We provide our services across the UK, Ireland and Europe.**



- ✓ We deliver fun, engaging and down to earth training courses in-person and online
- ✓ Over 20 years of training experience
- ✓ Incredibly cost effective and a real focus on return on investment
- ✓ 92% of our clients rebook us for further training and development
- ✓ Flexible training and development solutions

# Let's Talk

We are here to help



**REVOLUTION**

- LEARNING & DEVELOPMENT -

If you have any questions about our dealing with difficult people course or would like a quote for an in-house course, then just get in touch.

**Call Us:**

**UK:** 03333 444575

**ROI:** 015549779

**Email Us:**

[hello@revolutionlearning.com](mailto:hello@revolutionlearning.com)

**Visit Us:**

**UK:** <https://www.revolutionlearning.co.uk>

**ROI:** <https://www.revolutionlearning.ie>

**EU:** <https://www.revolutionlearning.com>