

dealing with difficult people



People who deal with conflict situations at work.



Full day training course. Half-day or shorter course options available.



Run for groups of your organisation at your offices or in a virtual classroom.

How often do we deal with difficult people or demanding situations? Sometimes it's not the people that are difficult. For example, a customer can have a legitimate but challenging complaint. But the difficulty can also come from behaviours of others, such as making personal attacks, raising voices, hurling abuse, or worse, threatening with physical violence.

This course will build the emotional intelligence to stay calm during difficult situations. Participants will gain the skills to de-escalate conflict and set boundaries.


goals

- understand the reasons for difficult behaviours
- stay calm and composed in challenging situations
- show empathy through active listening skills
- defuse tense and emotional situations with EQ
- set clear boundaries and know what to do if the boundaries are crossed
- respond to complaints and criticism

EQ
train

I like difficult people because that means they're perfectionists and they're passionate – Stephanie Sigman

workshop info

This course will build the emotional intelligence to stay calm during difficult situations. The workshop will also explore the conflict situations in which the group participants find themselves. Topics for half-day option denoted by  We are happy to tailor topics – please discuss with us.

introduction and workshop overview

Our facilitator will provide an overview of the course content and review participants' objectives for the workshop.

why?

The group will look at the many factors that can contribute to difficult situations and behaviours. It is important to be able to recognise the underlying reasons for people's behaviours and empathise. These are important aspects of emotional intelligence.

listen with empathy

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dealing with your own emotions

It is tough to keep your cool under stress, especially when you face unreasonable, abusive or aggressive people. But you need to remain calm and composed in challenging situations. Participants will learn the emotional intelligence skills to recognise and regulate their own emotions and thereby creating a calming effect on others.

de-escalating conflict

Difficult situations can sometimes escalate into conflict. This section will cover strategies for defusing tension and de-escalate conflict, which are key emotional intelligence skills. Participants will learn to empathise and find ways to resolve the issue in a way that is satisfactory for both parties.

complaints and criticism

Complaints are never fun to deal with but it is even harder when the complainer is unreasonable or is personally attacking you.

Participants will explore how to respond to complaints and learn strategies to deal with criticism. The listening with empathy skills from earlier in the course come in handy and participants will discuss the importance of taking responsibility for issues and how to create the mindset to develop solutions. They will also build the skills and resilience to not take issues personally and make sure they don't take the heightened emotions home.

to here and no further!

In difficult situations, customers or others may behave in unacceptable or unreasonable ways. To manage this, we need to have the emotional intelligence skills to communicate assertively. We must set and communicate appropriate boundaries. We need to be able to say 'no' in a non-threatening and empathetic way and we don't want to escalate anger. In this section participants will practise using 'I statements' and establishing clear limits.

lean on each other

Dealing with difficult people is tough for most of us. A good way to manage your challenges is to seek support from colleagues or managers. Participants will explore the ways they can seek support and cope with difficult situations. focus of this section.

making it count

This final section will review key takeaways from the course and provide an opportunity for participants to set goals for continuing to improve their EQ skills in dealing with difficult people and customers. Participants will leave the course with a plan for how to apply what they have learned and how they can continue developing their skills.



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