

Course ID
DIFFICULT
Course Duration
1 day

Course Title
Dealing with Difficult Behavior

Related Courses

- Effective Negotiation: Beyond Win-Win! (NEGOTIATE, 1 day)
- Conflict in the Workplace: Managing Relationships, Interactions and Conflicts (CONFLICT, 1 day)
- Preventing Sexual Harassment in the Workplace (HARASS, 1 day)
- The Power of Positive Attitude (POSITIVE, 1 day)
- Building a Respectful Workplace (RESPECT, 1 day)
- Diversity: Becoming Your Best in a Multi-cultural Environment (DIVERSE-S, 1 day)

Aimed At

Anyone who is faced with difficult behavior from their team members, whether peers, subordinates, or superiors.

Group Size

7-25

Prerequisites

None

Course in a Nutshell

There are no difficult individuals, only difficult behavior. Each individual, even the most “difficult”, brings a unique blend of skills and competencies to an organization. Properly dealt with, anyone can learn to capitalize his or her abilities to work with others and make a meaningful contribution toward common goals.

In this course, you will learn how differences in personality and work/communications styles can give rise to difficult behavior, what you can and cannot control, and how to influence the behavior of those you find difficult to work with. You will acquire practical strategies and tools for dealing with difficult and unacceptable behaviors such as whining, resistance, hostility, defensiveness, passive aggressiveness, gossip, backstabbing, subversion, and insubordination. We will also help you create an action plans for effectively communicating and partnering with the hard-to-work individuals in your life.

Customize It!

Customize this course at little-to-no additional cost to your specific needs. Tell us about the difficult behaviors you face, and we’ll tailor the course to address your specific challenges.

Learn How To

- Understand the personality differences that can cause people to behave in a difficult manner.
- Effectively handle hostility of an employee in a group setting or when work must be accomplished.
- Confront and stop back-stabbers.
- Turn whiners into problem-solvers.
- Handle defensiveness, passive aggressiveness, gossip, and other unproductive behaviors.
- Use a three step method for offering constructive criticism to difficult people.
- Recognize the triggers that create resistance and the words that turn it around.
- Follow a six step process for communicating with the individuals who knows how to push your "hot buttons".
- Use a strategy for uncovering hidden problems affecting behavior and create an action plan for improved communications.

Course Outline

- Introduction
 - There are no difficult individuals, only difficult behavior
 - Types of and reasons for difficult behavior
 - Case study: Difficult behavior
 - Exercise: What we have control over and what we don't
- Understanding What Causes Difficult Behavior
 - Inventory: Diagnosing differences in personalities and approaches to work
 - Communication style and decision making style differences
 - Attitudes toward work: Recognizing their concerns
- Influencing the Behavior of Others
 - Words that trigger resistance
 - Understanding hot buttons
 - Strategies that turn others around
 - Practical techniques for dealing with various types of difficult behavior
- When the Sandbox Isn't Big Enough
 - Focus on business strategies
 - Strategies for self-preservation
 - Balancing inclusion with meeting business goals
- Wrap Up
 - Review and discussion
 - Developing an action plan to deal with the difficult behavior in your life

How You Will Learn

- A seasoned instructor will present this course in a highly interactive “workshop” (lecture/practice) format.
- You will undergo a personality assessment to understand how one’s communication/conflict style affects interactions with others.
- You will practice communication/conflict styles and strategies that work better with different styles of individuals.
- You will receive a printed Participant Handbook which will help you remember and retain what you learned in class and apply it on your job.

Revised

Nov. 7, 2008