



DEALING WITH DIFFICULT PEOPLE COURSE

DESCRIPTION OF COURSE

This course will review the basics of dealing with difficult people. Everyone is different, and so are their personalities; *Dealing with Difficult People* will help participants deal with those different personality types in difficult situations. Topics and course material will first be reviewed and then incorporated into opportunities to practically apply the knowledge through role playing. This approach will help participants learn how to diffuse difficult situations and remain calm.

Topics covered in this course include:

- » the seven basic personality traits
- » different strategies for dealing with difficult people
- » benefits of workplace conflict
- » “Dare to Disagree”
- » ways to deal with difficult coworkers
- » the power of curiosity
- » learning from a difficult situation

Course Bonus: The LAST Approach to diffusing difficult or angry people in customer service