

How to Deal with Difficult People

Communicate with Tact and Skill



This powerful training course will teach your employees to understand difficult personalities and equip them with strategies to gain the control of situations and deal with poor behavior so that the repetitive patterns finally cease. Your employees will never again be defenseless when facing the intimidating and impossible behavior of others.

W H O will benefit from this training.....

Any employee within an organization.

P R O G R A M

- * How to raise awareness and understand difficult behavior
- * Your turn: How to examine your own reaction to others' behavior
- * Self-defeating actions that only increase and prolong difficulties
- * Active solutions that bring immediate results and closure
- * Positive steps to successfully overcome negativity in the long term
- * Proven ways to difficult-people-proof your life

Participants will learn.....

- How to recognize and deal with each of the most difficult personality types
- How to know which difficult behavior is temporary and which is chronic and how to respond to each
- How to control anxieties and fears while confronting difficult people
- How to stop tyrants and micro managers in their tracks
- How to deal with difficult clients, colleagues, managers and teams

Course material

Participants receive a binder compiled specifically for this course by Adviesbureau InTop N.V.

Certificate requirement

Participants who are present during the whole training and who show sufficient participation will be awarded a certificate from **Adviesbureau InTop Bedrijfsopleiding & Training.**

Date & time

The course consists of 5 sessions of 2½ hours from 6:30 pm – 9:00 pm.

Costs

Please contact us for more information about the cost of this course.

Payment in installments is possible! A weekly/monthly payment plan has to be separately agreed upon.

“The biggest communication problem is: we do not listen to understand. We listen to reply.”

- Anonymous-