



DEALING WITH DIFFICULT PEOPLE COURSE PROFILE



**Employee Development
Systems, Inc. (EDSI)**
[www.employee
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Difficult people create obstacles to getting the job done. Employees experience unnecessary stress or are limited in completing tasks because coworkers, managers, or customers:

- Get angry easily
- Make them feel intimidated
- Can't make up their minds
- Ignore their requests
- Are extremely impatient
- Overcommit (make promises to too many people)



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Dealing with Difficult People gives employees strategies and tactics for dealing with and even positively confronting difficult people about their behaviors to make suggestions for working together better. This course, one of the most requested topics by employees, breaks through real barriers to productivity and quality.

COURSE OVERVIEW

Although the course is entitled Dealing with Difficult People, participants actually learn to deal with difficult behaviors, not people. The point is not to classify people according to their “difficulty,” but rather to recognize situational behaviors that interfere with getting the job done or taking care of customers.

When most people think of “difficult” people, they tend to think of hostile/aggressive behavior. Although this type of behavior creates tremendous obstacles, other types can be just as defeating to workplace objectives. The course covers “Superagreeables” and “Indecisives” as well as “Hostile/Aggressives.” People who agree with anything and then can’t fulfill their promises create last minute chaos and frustrations which sabotage the quality of any product or process. Those who ignore requests or waiver in their decisions often delay organizational progress, wasting both time and money.

Participants chart the characteristic behaviors, needs, and fears of these three types of difficult people. Then, through interactive group exercises and individual input, they practice sound techniques for responding to and giving feedback to each of them.

Two key communication skills are learned and practiced for responding to difficult people. “I-statements” work to help participants offer nondefensive responses and make assertive requests. “Active” listening helps them understand what’s really important to the difficult person or to defuse hostility so that practical solutions can be discussed.

When straightforward communication fails with a Hostile/Aggressive, participants learn to use “fogging.” Fogging is a way of responding to negative comments in a nondefensive manner to reduce the momentum of the critic.

Participants not only learn to respond in difficult situations so that the immediate problem is resolved and the stress connected with it is reduced, but also learn to positively confront people about the difficult behavior in general for improved future interactions.

COURSE OBJECTIVES

Specific objectives for course participants are:

- Identify difficult behavior and understand the underlying reasons for it
- Respond appropriately to difficult people in order to reduce stress and negative impact on work
- Give feedback to difficult people to effect change

COURSE MATERIALS

- Leader’s Guide
- Participant Workbooks
- Skill Cards
- Workshop Evaluation
- Certificate of Completion

Recommended Course Length:
Two 3-hr. Sessions

