



Dealing with Difficult People



**Skill building with a focus on behavior, accountability
and future tense feedback to effect change ■**



Employee Development Systems, Inc.

Maximizing Human Potential in Your Organization



DEALING WITH DIFFICULT PEOPLE



Participant Objectives & Outcomes

- Identifying the three major types of difficult behavior and the underlying reasons for the problem behavior.
- Recognize situational behaviors that interfere with getting the job done.
- Determine the appropriate strategy to use when confronting difficult people.
- Learn responding techniques for communicating effectively with each type of problem behavior.
- Create an accountability plan for employees for coaching the desired behavior ... to effect change.

Target Population

- Director Level
- Managers
- Team Leaders
- Supervisors
- Emerging Managers



Organizational Outcomes

- Performance expectations for behavior are confirmed and reinforced.
- Increased productivity resulting in bottom line impact.
- Enhanced team moral for behavior modeling.
- Stronger team relationships enhancing communication and understanding.

Instructional Design Skill Checks

- Awareness information presented in a variety of ways for skill building.
- Knowledge examples and models to learn and demonstrate each skill.
- Case study activities for application of each skill.
- Role plays and immediate feedback from co-participants and facilitator for skill building.
- Accountability plan for transferring the training knowledge to day-to-day application.

