



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 morale 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



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