



## **Dealing with Difficult People**

(8 hours)

### **Course Outline:**

It is painful to deal with difficult people and situations. As smart humans, this is something we would like to avoid. Unfortunately, if we avoid these issues, things just get worse. This workshop will develop skills to make these painful situations a little easier.

### **Welcome**

- People introductions
- Issues people have
- Topic introductions

### **Personal Profile (DiSC)**

- Exploring issues with self and others
- Giving and receiving feedback
- Ladder of Inference

### **Techniques/Skills**

- Developing rapport
- Discovering and surfacing issues
- Dealing with angry people

### **Creating Recovery Systems**

- What if nothing works?

### **Action Planning**

- What are you willing to change?