

Dealing with People (Difficult or Otherwise)

Course Description:

We can choose our friends, but very seldom do we have the option of choosing who we work with. We all find ourselves dealing with people at work that at times are difficult and the variations in 'difficult' can be amazing. Regardless of the nature of the difficulty, they make life miserable and reduce company efficiency and productivity.

This course is designed to help you understand what difficult people are about and why they do what they do, and to help you to determine what to do and how to do it. Strategies are provided to help you manage the assortment of difficult behaviours you may experience in the workplace and to be able to reduce and possibly eliminate those behaviours.

Learning Objectives:

Upon completion of this workshop, participants will:

- Understand why people may be difficult and their motives;
- Recognize and deal with both minor and major forms of difficult behaviours that employees use;
- Recognize which difficult behaviour is temporary, which is chronic and how to respond to both;
- Examine your own reaction to others' behaviour and control potentially self-defeating actions;
- Be able to master and control anxieties and fears while confronting difficult people; and
- Identify personal goals and strategies to difficult-people-proof your work day.

Who Will Benefit:

Any employee would benefit from this course. However, the course is specifically designed for new managers/leaders who wish to enhance their capabilities to manage inappropriate workplace behaviour and motivate their employees to succeed. Experienced persons who perform managerial or leadership roles within an organization would benefit from this course either as new information or as a refresher.

Content:

The course emphasizes participant involvement using a combination of lecture, discussion, casework and exercises to support and reinforce personal learning.

Topics covered include:

- Understanding and awareness of difficult people and difficult behaviours
 - Characteristics and actions
 - Costs of difficult people and behaviours
 - Why action must be taken

Cancellation Policy

An administration fee will be charged for cancellations less than 14 days prior to the course date. Substitutions will be permitted at any time. Course transfers may be made without penalty. The BRC reserves the right to cancel any seminar and will, in such event, fully refund all registration fees. No liability is assumed by the organizers for changes in seminar dates, content, speakers or venue.

- How to examine your own reaction to others' behaviours
 - Identifying self-defeating actions
 - Keeping your focus and an appropriate perspective
- Identifying and Managing the 'Run-of-the-Mill' or general difficult employee
 - Initial actions and controls
 - Providing feedback
 - Strategies for dealing with the most common difficult behaviours
- Identifying and Managing the more difficult employee
 - What makes them more difficult and more dangerous
 - Your role and the company process
- Active solutions that bring immediate results
- Positive steps to successfully overcome negativity in the long term
- Proven ways to improve your ability to deal with difficult people

Complimentary Courses:

This course is part of The BRC's "Level I" series of management development courses, and provides a solid foundation for managers wishing to enhance their performance skills. Additional extension courses within Level I include:

- Effective Communication in the Workplace
- How to Succeed as a Manager
- Taking Control of Time and Priorities

Location

On-Site

Duration

1 Day - full course outline

1/2 Day - higher level overview, reduced exercises

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