



@ASK Training
Attitude | Skills | Knowledge

Dealing with Difficult People at Work

Course Code:

ASKDDP

Course Duration:

1 days (8 hours), 9.00am - 5.00pm

Course Fee:

\$600 (\$654 Inc. 9% GST) per participant

Course Venue:

Hotel

Course Dates:

<https://asktraining.com.sg/course-schedule/>



Course Synopsis

The easiest way to deal with difficult people is to stay as far away from them as you can, suggests Robert Bramson Ph.D., organizational psychologist, management consultant with Bramson Gill Associates, and author of *Coping with Difficult People*.

Great advice for those who work by themselves at home; it's a doable option. But the vast majority of people can't avoid interactions with a wide range of personality types, including some who are inconsiderate, stubborn, incorrigible, inappeasable, indecent, or downright sleazy.

Despite so, success sometimes depends on your ability to work well with these types of people. Most importantly of all, we must agree and recognise that everybody is somebody's difficult person.

Within this 2-day workshop, participants will learn the different types of Difficult People and tactics in handling Difficult People. They will also better understand human behaviour and the main intentions of others, and undergo role plays to apply what they have learnt into real-life.

Course Objectives

By the end of the course, you would be able to:

- List the characteristics of difficult people
- Discuss why people can be difficult
- Classify the types of difficult people
- Apply effective communication skills
- Apply techniques to cope with difficult people

Course Outline

- Who are The Difficult People? You or Me?
- 10 Types of Difficult People such as the sniper, know-it-all, yes-man, grenade man, complainer & etc
- Tactics in Handling Difficult People
- Understand Human Behaviour & Their Main Intentions
- Listening Skills & Asking Questions
- Strategy and Techniques to Handle Difficult People
- Role play and group discussion