

AAIM Course Description



Working with Difficult People

There are difficult people everywhere, and everyone has to deal with them. There will always be coworkers, managers, or customers who push you over the edge. The good news is that you don't have to be their victim. And while you can't change difficult people, you can communicate with them in such a way they change themselves.

At the end of this course you will be able to:

- Recognize the common types of difficult people and your reactions to them
- Name their behavior – then coach their behavior
- Control yourself – make sure you are not adding to the problem
- Break down specific 'difficult' behaviors – and respond assertively to them
- Lead them, motivate them, calm them down and do not engage in their unproductive emotion
- Bring out the best in your most 'difficult' people

Topics that will be covered:

- 'Challenging' people vs. 'difficult' people
- The Ten Most 'Difficult' Behaviors
- Understanding the Four Intents of behavior
- What to do when those Intents are threatened
- How to avoid being 'trapped' by their behavior
- Blending and Redirecting
- Listen to understand – and speak to be understood
- Have the 'courageous conversation' to positively influence your 'difficult person'

Prerequisites: Individuals who must build productive working relationships with others or are dealing with difficult relationships in the workplace.

Advanced Preparation: There is no advanced preparation for this course.

Competencies: Communication Skills, Interpersonal Agility

Delivery Method: Group-Live | **Course Level:** Overview | **Duration:** Half-day

Continuing Education/Recertification Credits: CPE Credits, HRCI Recertification Credits and SHRM Professional Development Credits may be available for this course.