



## Dealing With Difficult Situations and Difficult People

Workshop Duration: 1 Day

Facilitation in English (aussi disponible en français)

### Workshop Description

Conflict is natural, normal and even healthy. Yet we all recognize the uncomfortable feeling in the pit of our stomachs when we know that we are about to deal with a person with whom we have a conflict, or when we know that we have to handle a situation that will cause conflict. Sometimes walking away from a conflict is a perfectly appropriate response. Being able to find satisfactory solutions to conflict and being able to deal effectively with difficult people and difficult situations can bring peace of mind and allow us to get on with the job and our lives.

This one-day workshop will enable participants to work on issues that are important to them, find solutions, examine their own and others' behaviour and negotiate for the best outcome.

### Who Should Attend

This workshop is for anyone who would like to handle difficult people and difficult situations more effectively.

### What You Will Learn

- Value of conflict
- The cost of not dealing with difficult people
- Resolving difficult situations
- Assertion versus aggression
- Limit setting
- Conflict and difficult people
- Common difficult behaviour types
- Coping strategies
- Action planning

### At the end of this workshop, you will be equipped to:

- Identify the sources of conflict
- Recognize difficult people by type
- Focus on critical issues and involve others in solutions
- Give a response rather than a reaction
- Negotiate whenever possible
- Cope with the difficult people in your life
- Resolve situations that are difficult

