



Dealing with Conflict and Difficult People

Course Description

This workshop focuses on effective strategies for coping with conflict and difficult people; knowing when and how to use these techniques can make you a more effective business professional and reduce the stress in your life.

Outcomes:

- Use knowledge of conflict dynamics to prevent disagreements from escalating, and conflicts from deepening
- Speak and listen intelligently in conflict situations to improve interpersonal and business outcomes
- Understand what motivates people's difficult behavior to more skillfully contain it

Module 1: Understand the Cycle of Conflict and How to Change It

Causes of Conflict

- Values Conflict
- Responsive vs Resistant Way
- Separating Person from Behavior

Conflict Analysis

- Questions to Analyze Conflict
- Diagnose Conflict
- Resolution Checklist

Prepare to Respond to Conflict

- Turn Debate into Dialogue
- Listen, Inquire, Paraphrase, Recommend
- Conflict Resolution Plan

Module 2: Understand and Handle Difficult Behaviors

Ten Types of Difficult People

- Types & Descriptions

Diagnosing Difficult Behavior

- Self-assessment
- Identify Assertiveness & Motivational Objectives
- Dealing with Each Type
- Scenarios