Gearing You For Growth

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Conflict Resolution
Dealing with Difficult People

Course Overview

We can get into a routine where it feels like every person we speak with is either having a bad day, or we are having a bad day ourselves. We feel like we constantly meet people who seem to be inconsiderate, stubborn, incorrigible, indecent, miserable, or passive-aggressive. Sometimes we can be equally awkward ourselves. While it might seem that the easiest remedy is to lock yourself up at home and avoid people, we eventually have to pick up the phone or step outside and have an interaction with somebody.

Success comes from understanding how we behave, as well as how we can influence others. If we approach difficulties as needing to take place in one or a series of conversations, and we approach those conversations with a plan, we will find that we have less difficult people to deal with. More often than not, we will also have more meaningful and significant conversations. In this one-day workshop, delegates will learn how to turn difficult situations into opportunities for growth.

Course Objectives

This one-day workshop will teach delegates how to:
* Recognize how their own attitudes and actions impact others.
* Use new and effective techniques for dealing with difficult people.
* Use techniques for managing and dealing with anger.
* Develop coping strategies for dealing with difficult people and difficult situations.

Prerequisite

The are no prerequisites.

Target

All employees.

Duration

* 1 Day

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Course Outline

Conflict as Communication
This lecture will help delegates define conflict. Delegates will also explore how conflict is a very normal part of healthy relationships.

Benefits of Confrontation
This session will give delegates a framework for deciding whether or not to become involved in a situation. Delegates will also identify some benefits that may arise if they do decide to get involved.

Preventing Problems
There are several keyways that we can prevent problems from occurring. These methods will be examined in a lecture and in small group work.

Getting Focused
If, as leaders, we are content to only deal with the surface issues, and we are afraid to dig and get at the deeper issues, we will not create a better workplace. This session will give delegates some ways to get to the heart of a problem.

Managing Anger
Too many people are angry. This session will give delegates some guidelines for managing their anger, dealing with angry people, and using assertive anger.

Dealing with Problems
In this session, delegates will work in small groups to explore eight ways of dealing with problems.

The Three-Step Conflict Resolution Model
During this session, delegates will look at a three-step process that can help delegates resolve conflict. Delegates will also have an opportunity to apply the model to a difficult situation.

Practice Makes Pretty Good
In this session, delegates will role play a difficult situation using the scenario from their pre-assignment.

Changing Yourself
Covered previously was how our attitudes and actions impact others. In this session, delegates take a deeper look at how negative attitudes can cause negative interactions, and what participants can do to turn those attitudes around.

Why Don't People Do What They Are Supposed To?
There are a million possible answers to this question, but participants will discuss the ten most common reasons.

De-Stress Options to Use When Things Get Ugly
To wrap up the workshop, participants will share six de-stressing techniques that delegates can use when things get difficult.