



Consulting and Training | Reach New Heights

**Course Name**

# The Art of Dealing with Difficult People

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**Sector Name**

Interpersonal Skills and Self Development

**Document Type**

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## The Art of Dealing with Difficult People

### Course Introduction

Handling difficult personalities is something many people face as part of their everyday lives. The stress of handling difficult people and tough situations can create a lack of productivity, a poor attitude, and disengagement in the workplace.

Throughout this workshop will provide the participants with practical tools, skills, and strategies to be able to address difficult behavior and people in the workplace, while also learning how to understand and influence them so that a successful resolution can be achieved without creating negative feelings.

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## The Art of Dealing with Difficult People

### Target Audience

- ✓ Executive Secretaries
- ✓ Executive Personal Secretaries
- ✓ Personal Secretaries
- ✓ Executive Assistants
- ✓ Personal Assistants
- ✓ Office Managers
- ✓ Administration Managers
- ✓ Management Secretaries
- ✓ Senior Assistants
- ✓ Staffing Coordinator
- ✓ HR Assistant
- ✓ HR Generalist
- ✓ Personnel Manager
- ✓ HR Director
- ✓ Regional managers
- ✓ Career counsellor
- ✓ Entrepreneurs

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## The Art of Dealing with Difficult People

### Learning Objectives

- ✓ Illustrate how to achieve communication success
- ✓ Define what EQ is and its Importance
- ✓ Learn how to remove emotional blind spots
- ✓ Recognize Conflict and Difficult Situations
- ✓ Considered the causes of challenging behaviour
- ✓ Identify the Benefits and Drawbacks of Conflict in the Workplace
- ✓ Recognized different behaviour types and how to deal with them
- ✓ Assess your own personality type
- ✓ Define the impact of the different styles of personalities on each other
- ✓ Recognize the 6 types of difficult people
- ✓ Learnt techniques to deal with difficult or angry people
- ✓ Identify how to use assertive communication

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## The Art of Dealing with Difficult People

### Course Outline

#### ✓ **01 Day One**

##### **Achieving communication success**

- ✓ Communication levels and definitions
- ✓ Barriers to effective communication
- ✓ Overcoming communication barriers
- ✓ Communicating across cultures
- ✓ Managing perceptions and biases
- ✓ Listening etiquette
- ✓ Building Rapport and the Circle of Trust Technique
- ✓ Emotional Excellence
- ✓ What is Emotional Intelligence?
- ✓ Benefits of EI
- ✓ Understand the difference between Trait EI and Ability EI
- ✓ 5 Dimensions of Daniel Goleman's EI Model
- ✓ How to accurately perceive emotions
- ✓ How to remove emotional blind spots

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## The Art of Dealing with Difficult People

### Course Outline

#### ✓ 02 Day Two

##### **Understanding Conflict and Difficult Situations**

- ✓ Defining the Nature, Types, and Causes of Conflict
- ✓ Conflict vs. Competition: When one overtakes the other
- ✓ Benefits and Drawbacks of Conflict in the Workplace
- ✓ Why do people behave in challenging ways
- ✓ Factors affecting our behavior and how attitudes are formed
- ✓ Different personality types make different
- ✓ Assess your own personality type
- ✓ Different personality types in the workplace
- ✓ Understand the impact of the different styles on each other
- ✓ The 6 types of difficult people
- ✓ How does each person's style impact their communication style?

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## The Art of Dealing with Difficult People

### Course Outline

#### ✓ 03 Day Three

##### **Different Personalities types make different**

- ✓ Key steps for Handling different behavior and personalities styles
- ✓ How to resolve conflicts in a constructive way
- ✓ How to bring out the best in even the most difficult people
- ✓ Communication is the Key
- ✓ Using assertive communication
- ✓ Distinguishing between aggressiveness and assertiveness
- ✓ Identifying the three components to achieve assertive communication
- ✓ How to provide actionable feedback for others?
- ✓ Using power and authority in a positive way

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## The Art of Dealing with Difficult People

### Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 31, 2026	Sept. 2, 2026	3 days	3950.00 \$	Italy , Milan
March 15, 2027	March 17, 2027	3 days	3250.00 \$	UAE , Abu Dhabi
April 25, 2027	April 27, 2027	3 days	3250.00 \$	KSA , Jeddah
Nov. 23, 2026	Nov. 25, 2026	3 days	3250.00 \$	UAE , Dubai

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