

IE

INTELLECTUAL EQUITY

Training and Consulting

Training • Business Plans and Consulting • Project Management • Facilitation

Dealing with Difficult People

This class can be modified for your specific time and focused needs.

~ Success in any endeavor is dependant on working effectively with people. ALL types of people. The challenge for most of us is the “difficult” people we have to deal with.

This seminar provides powerful insights into the differences between people which create difficulties and provides specific perspectives and actions you can take to be vastly more effective with most people. This course is specifically designed to provide new perspectives and tools to help you become more effective in dealing with a wide array of people.

Common personality differences, cultural influences, generational tendencies, and other differences which create challenges are discussed thoroughly.

Specific tools for dealing with difficult types of people are provided and practiced and abundant coping strategies are developed. By learning to understand people from their perspective rather than your own, you will reduce conflict and become more effective in creating positive outcomes. You will better appreciate and understand how to leverage the power of diversity rather than being frustrated by it.

CLASS OUTLINE:

- **What is a “difficult person”?**
- **Why are they difficult for you?**
- **When do you become difficult, and why?**
- **Difficult vs. Different**
- **Understanding personality types**
- **DISC behavioral assessment**
- **How to interact with different personality types**
- **General guidelines for effectiveness**
- **When and why do people become difficult?**
- **9 Common difficult personality traits and how to deal with them**
- **When all else fails; simply cope**
- **Takeaways:**
 - **Assessment results**
 - **Insights into differences**
- **Class Evaluation to share with Host Company**

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