

Soft-Train



*At Soft-Train
Technology Works*

Dealing with Difficult People (1 Day)

COURSE GOAL: To improve communication with difficult people.

PREREQUISITES: Basic understanding of English

LEARNING OBJECTIVES:

Upon completion of this course, the student will be able to:

- Recognize Different Behavior Patterns
- Bring out the Best in People
- Become a More Effective Listener
- Manage People more Effectively

KEY TOPICS:

I. Dealing with Difficult People

- A. Avoid or Ignore Difficult People

II. Recognize the 10 Most Unwanted Behaviors

- A. React Instinctively

III. Choose Your Approach

- A. Don't Worry About Motives

IV. Understand the Four Intents

- A. Understand the First Intent: Get It Done
- B. Understand the Second Attempt: Get it Right
- C. Understand the Third Intent: Get Along
- D. Understand the Forth Intent: Get Appreciated
- E. Counter the Behaviors
- F. Focus on Behavior not Reasons

V. Recognize the Results of Threatened Intents

- A. Accept Differences as Obstacles

VI. Reduce Differences

- A. Make People Understand you First

VII. Listen to Understand

- A. Just Deal with Behaviors

VIII. Reach a Deeper Understanding

IX. Speak to be Understood

A. Just Make Your Point

X. Project and Expect the Best

A. Don't Expect Too Much of People

XI. Bring out the Best In A

A. Tank -Cope with the Tank

B. Sniper – Cope with the Sniper

C. Know It All – Cope with the Know It All

D. Think They Know it All – Coping with the Think They Know It All

E. Grenade – Cope with the Grenade

F. Yes Person

G. Maybe Person

H. Nothing Person

I. No Person

J. Whiner

XII. Take the First Three Action Steps