

Soft-Train



*At Soft-Train
Technology Works*

Dealing with Difficult People (1 Day) ST00089

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. How Difficult Are You?

- A. Do You See Yourself being Difficult at Work
- B. Has it Been Noted in Performance Reports
- C. Do you Agree?
- D. How Difficult Are You Worksheet

II. Stop, Look and Listen

- A. The Farley File
- B. Look For Information to Improve Your Understanding
- C. Keep Track of Personal Details
- D. Pay Attention to Nonverbal Communication
- E. Use Temperament – and Style-Sorting Tools
- F. Information VS. Nosiness

III. Maximizing Your Power

- A. Assertiveness
- B. Accomplishment
- C. Knowledge
- D. Your Network
- E. Action
- F. Communication

IV. It's Not (Always) Personal – It's Often Business

- A. Neutrals
- B. Allies
- C. Fellow Travelers
- D. Opponents
- E. Enemies

V. Planning Your Strategy

- A. Is Difficult Behavior Causing Problems?
- B. What Is Motivating the Difficult Behavior

- C. What is the Other Person's Perception
- D. What Can You Do to Reduce this Behavior
- E. Planning Your Strategy Worksheet

VI. Working With Difficult Superiors

- A. Am I a Good Employee
- B. To I Pay Attention to the Boss
- C. Build a Relationship Network.
- D. Difficult Superiors Worksheet

VII. Working With Difficult Subordinates

- A. Perceived Power Differential Effect on Difficult Behavior
- B. Diagnose the Situation in Behavioral Terms
- C. Deal with Your Contributions
- D. Communicate
- E. Plan for Change
- F. Next Steps

VIII. Corporate Culture and Difficult People

- A. Live With It or Not
- B. Is the Behavior Rare or Unique
- C. Is the Behavior the Same With All Senior Level Executives
- D. What Can You Do?

IX. Mean and Angry

- A. The Case of Margaret and the Snarling Supervisor
- B. Who is the Difficult Person
- C. What Makes You Angry?
- D. Helpful Tips to Address the Difficult Person

- E. Visualizing the Angry Face
- F. What to Think

X. Suspicious

- A. The Case of George and the Mistrusting Manager
- B. Levels of Suspicion
 - 1. Extremely Suspicious
 - 2. Very Suspicious
 - 3. Realistic Mix
 - 4. Very Trustful
 - 5. Completely Trustful
- C. Build a Bridge of Trust
- D. What to Think
- E. What to Do

XI. Pessimistic

- A. The Case of Ron and The Gloomy Group Leaders
- B. Evaluate the Climate
- C. How to Get Out of the Dump
- D. The Pessimist's and Optimist's Reactions
- E. What to Think
- F. What to Do

XII. Cynical

- A. The Case of Red and the Doubting Manager
- B. Know Your Cynic
- C. Keeping a Positive Attitude
- D. What to Think
- E. What to Do

XIII. Shy and Quiet

- A. The Case of Fred and the Silent Supervisor
- B. Shyness Analysis
- C. Creating Trust
- D. What to Think
- E. What to Do

- XIV. Narcissistic**
 - A. The Case of Grace and the Office Princess
 - B. The Whitman (Not Chocolate)
 - C. Breaking the Narcissist's Spell
 - D. What to Think
 - E. What do Do

 - XV. Extremely Competitive**
 - A. The Case of Cindy and the Fearsome Foe
 - B. Competitiveness
 - C. Wanna Fight?
 - D. What to Think
 - E. What to Do

 - XVI. Over Controlling**
 - A. The Case of Tracey and Wilma Witch
 - B. Do You See Someone's Head in a Vise
 - C. Relationships and Meanings
 - D. What to Think
 - E. What to Do
 - 1. A worker
 - 2. A boss

 - XVII. Overly Flattering**
 - A. The Case of Joe, The Man in the Empty Suit
 - B. The Sycophant
 - C. So Long Sycophant
 - D. What to Think
 - E. What to Do

 - XVIII. Lessons: Handling All Kinds of Difficult People**
 - A. Turning Nine into Hundreds
 - B. Changing Relationships One At A Time
 - C. Understanding That Change Starts From the Distressed Person's Side
- D. Putting the Techniques to Work for You**