

# Handling Difficult and Challenging People At The Workplace

## Introduction

Getting results through people is not an easy task for most people at the workplace. This training is directed to help participants improve their ability to cope with various difficult behaviours from customers and colleagues in order to turn them into allies at work.

## Course Objective

- Identify the characteristics of difficult people
- List the different types of difficult people
- Understand people and the way they behave
- Manage your own emotions such as anger and stress
- Take criticism and give constructive criticism positively and confidently
- Handle difficult people and sensitive situations better
- Deal effectively with a variety of difficult people

## Target Audience

For any working professional who would like to improve working relationship with people at all levels so as to achieve teamwork co-operation.

## Course Outline

- Identifying and managing difficult personalities at work
- Why people are difficult and what is a difficult person?
- Analyzing your reactions with a difficult person
- Understanding people's behaviour and their thinking
- Who are the difficult people and who are the good people?
- Assessing yourself and others – personality profile
- Factors that destroy relationship and goodwill at work
- Reasons why people give you trouble at work
- Understanding and managing anger
- Relationship management with effective communication
- Building relationship with effective communication – written, verbal, non-verbal
- How to improve your communication skills to build lasting relationship at work
- Applying the five building blocks to excellent relationship
- Types of Difficult People
- Strategies for coping with difficult people in the workplace
- Summary and back-to-work application

## Methodology

A highly interactive training programme which consists of trainer's input, case studies, role-plays, group discussion, team assignments, quizzes and game activities relating to the topics.

Please refer to SNEF website for available dates

Duration : 1 day, 9am to 5pm (7 hours)

Course Venue : SNEF CLC @ Tanglin / SNEF HQ Paya Lebar Square

**Register online at SNEF website [www.snef.org.sg](http://www.snef.org.sg)**

Click on 'Training' and Course Category '**Business Management**'

## Course Fees

Fees Type	Full Fees (inclusive 7% GST):
Member	\$321.00
Non-member	\$428.00

## Trainer

Catherine Syn has conducted both public and in-company seminars and workshops in time & stress management. She has been working closely with individual client companies on the development and design of training programmes to their specific organization's training and developmental needs.

## Enquiries:

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