

# Management Training: Difficult Situations, Difficult People (DDSPR, 2 jours)

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## Description

It takes all personalities to make the world go around. But honestly, some people just seem determined to work against you, no matter what you do? Difficult and under-performing employees, colleagues or supervisors can be the weak link in your project – causing delays, costing money and sowing discord. Avoidance is not the answer. Through discussions and case studies, the course Difficult Situations, Difficult People (Management Training) will guide participants through the process of understanding their conflict style, identifying the root cause of conflict, handling difficult conversations, and developing avenues for action.

## Tarifs

- Tarification: \$1,500/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

## Plan de cours

### Introduction

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Why Can't We All Just Get Along?

Conflict as Communication

### It Takes Two to Tango

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Understanding Personalities

What is EQ?

Managing Anger

Managing Stress

Self-Assessment

### Communication Styles, Barriers and Best Practices

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Exploring Communication Styles

Identifying Barriers to Effective Communication

Best Practices in Good Communication

How to Connect with Extroverts

How to Connect With Introverts

Self-Assessment

Case Studies

### Conflict Resolution Styles

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Conflict Self-Assessment

Exploring the 5 Conflict Resolution Styles

Strengths and Limitations of Your Conflict Resolution Style

### Managing Difficult Behaviours

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Common Difficult Personality Types – the good, the bad and the ugly

What To Do And What Not To Do

Root Cause Analysis Tools

Case Studies

### Limiting Workplace Conflict

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Individual Strategies

Team Strategies

Organizational Strategies

Understanding and Applying Conflict Resolution Steps

Case Studies

Having Difficult Conversations

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Preparing for the Conversation

Steps to a Successful Conversation

Using the Agreement Frame

Developing an Action Plan

Using Progressive Discipline

How to Handle Employees Who Refuse to Answer Questions

How to Handle On-the-Spot Resignations

Moving On

Pitfalls to Avoid

Case Studies

Pulling it All Together and Wrap Up

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