



Soft Skills



Dealing with Difficult People



1 Day Course



Classroom or Virtual
Blended Training



Accredited Course

Aligned to Unit Standard 9533 (3 credits) in the Business Administration Level 3 Qualification.



About the Course

 **Classroom:** R 4, 650 Excl. VAT | **Virtual Training:** R 3, 940 Excl. VAT

Irate customers, prickly colleagues and meddlesome managers are just some of the difficult people we will all have to deal with in our careers. These people can be uncooperative, uncommunicative, uncompromising, and often, just plain unpleasant to work with. No matter who it comes from, the stress that dealing with difficult people causes can really hurt – even to the point that it affects productivity through illness and absenteeism.

This 1-day **Dealing with Difficult People** programme will equip you with the skills needed to deal with all types of difficult people. Eye-opening case studies and practical suggestions will demonstrate how you can better deal with volatile situations and prevent these from affecting your performance and causing you unnecessary stress.

Knowing how to deal with difficult people at work will allow you to approach your job with more enjoyment and colleagues with greater confidence.



[View Public Dates](#)



1 Day



Accessible from any Location on any Device



Certificate of Attendance



Course aligned to Unit Standard 9533 (3 credits) in the Business Administration Level 3 Qualification.

Unit Standard Assessment is optional but charged an additional fee of R 1, 450 Excluding VAT per delegate.

What you will learn

- Identifying various situations where you are most likely to encounter difficult people
- Identifying the four main types of difficult people and gaining a proven approach for dealing with each type
- Understanding the current relationships in your life and identifying ways in which you can improve the “not so good” relationships which may be causing you unnecessary stress
- Holding your own and maintaining your composure
- Identifying, accepting and dealing with emotions and feelings evoked by difficult people
- Extra skills for talking to difficult people on the phone
- Learning how to successfully handle customer complaints - moving them from ‘irate’ to ‘satisfied’
- Some key problem-solving and decision-making techniques that you can use to your advantage
- Separating cultural differences from difficult behaviour
- Examining the conflict-handling framework and how you can apply it to successfully resolve any conflict situation
- Understanding why difficult conversations are necessary if you want to be successful

Who should attend

This course is appropriate for any professional no matter what profession they are in or their level of seniority. This course focuses on how individuals can manage difficult behaviours and people irrespective of whether they are colleagues, managers, subordinates, suppliers and customers.



“This course taught me a lot of useful tips about how to manage with different personalities and difficult situations in the workplace.

- **Project Manager,**
Vascumed

Course Programme Agenda

Identifying what is Difficult Behaviour and the Causes of it

- Defining what is a difficult person and what is difficult behaviour
- Establishing a benchmark or determinant of what is regarded as difficult behaviour in your workplace
- Identifying who is the difficult person – who is making the situation worse than what it should be.

Different Types of Difficult People

- Customers - Complaints, criticisms and explosive emotions
- Colleagues - Personality clashes and strained office environments
- Staff - Disappointments, performance management and discipline
- Superiors - Expectations, misunderstandings and differences of opinion

The Communication Model

- Understanding what a the true business communication model looks like
- Identifying factors that can cause potential barriers and threats to effective communication,
- Realising the impact of poor communication and how misunderstandings can lead to difficult behaviour and confusion

Maintaining your Composure

- How self-confidence enables you to control your actions
- Using assertive behaviour to “defuse” a difficult situation
- Being professional versus taking criticism personally
- What to do when you feel like exploding!

Dealing with Emotions and Feelings

- Identifying the feelings behind the words or actions
- Dealing with all feelings not just the problem
- Displaying understanding and empathy
- The “Platinum Rules” for solving emotion related problems

Dealing with Difficult People – In Person, Telephonically or Virtually

- Calming the Aggressive Person
- Dealing with the Assertive Person
- Encouraging the Passive Person
- Handling Abusive Individuals when they go too far
- Words to use (or avoid) that make a difference

Handling a Customer Complaint

- Being aware of key service areas that, if neglected, can lead to an upset customer
- Putting yourself in your customer’s shoes
- Golden rules for dealing with complaints
- Positive body language for face-to-face communications
- Turning complaints into opportunities and preventing additional complaints

Problem Solving and Decision Making

- Identifying your decision-making profile and problem-solving approach
- Making use of proven steps in analysing a problem
- Identifying the 3 main steps in problem solving
- Understanding how to evaluate possible solutions and choose the best option

Handling Conflicts and Personality Clashes

- How to deal with conflicts between yourself and colleagues
- Tips and steps to problem-solve and overcome workplace conflicts
- The use of active listening to resolve conflicts

Understanding and Accommodating Diversity

- Dealing effectively with different personality types
- Preventing gender differences from resulting in conflict
- Understanding cultural differences in the South African business environment



Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Staff can Earn Credits towards a Qualification*



Provides a Great Networking Opportunity

Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email cassidy@cbm-training.co.za. Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



Interested? Here's the Next Step



SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

[Work out a Cost Estimate](#)

[Request a Quotation](#)



HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent *(available during business hours only)*.

Alternatively, call us on +27 (0)11 454 5505 or email info@cbm-training.co.za.

ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

GET IN TOUCH

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