



Conflict Resolution – Dealing With Difficult People

Description: In this course, participants will learn how their attitudes and actions impact others, new and effective techniques for dealing with difficult people, coping strategies for dealing with difficult people and difficult situations, how to identify times when they have the right to walk away from a difficult situation, and techniques for managing and dealing with anger. Techniques discussed are Reciprocal Relationships, Dealing with Change, The Agreement Frame, and The Ten Commandments of Change.

Session One: Course Overview

Session Two: Conflict as Communication

- Defining Conflict
- Self-Assessment

Session Three: Benefits of Confrontation

Session Four: Preventing Problems

- Overview
- Group Discussion

Session Five: Getting Focused

- Getting to the Heart of the Matter
- The Three F's

Session Six: Managing Anger

- Coping Strategies
- Guidelines for Assertive Anger

Session Seven: Dealing with Problems

- Dealing with Problems
- Causes of Difficult Behavior

Session Eight: The Three-Step Conflict Resolution Model

- The Three-Step Model
- Getting the Hang of Things

Session Nine: Practice Makes Pretty Good

- Planning
- Practice

Session Ten: Changing Yourself

- Negative vs. Positive Interactions
- Dealing with Negative Feelings

Session Eleven: Why Don't People Do What They Are Supposed To?

Session Twelve: De-Stress Options to Use When Things Get Ugly

- Workshop Wrap-Up