



Interpersonal Skills and Self Development

The Art of Dealing with Difficult People

Course Introduction

Handling difficult personalities is something many people Face as part of their everyday lives. The stress of handling difficult people and tough situations can create lack of productivity, poor attitude and disengagement in the workplace.

Throughout this workshop will provide the participants with practical tools, skills and strategies to be able to address difficult behavior and people in the workplace, while also learning how to understand and influence them so that a successful resolution can be achieved without creating negative feelings.

Target Audience

- Executive Secretaries
- Executive Personal Secretaries
- Personal Secretaries
- Executive Assistants
- Personal Assistants
- Office Managers
- Administration Managers
- Management Secretaries
- Senior Assistants
- Staffing Coordinator
- HR Assistant
- HR Generalist
- Personnel Manager
- HR Director
- Regional managers
- Career counsellor
- Entrepreneurs

Learning Objectives

- Illustrate how to achieve communication success
- Define what is EQ and its Importance
- Learn how to remove emotional blind spots
- Recognize Conflict and Difficult Situations
- Considered the causes of challenging behaviour
- Identify Benefits and Drawbacks of Conflict in the Workplace
- Recognized different behaviour types and how to deal with them
- Assess your own personality type
- Define the impact of the different styles of personalities on each other
- Recognize the 6 types of difficult people
- Learnt techniques to deal with difficult or angry people
- Identify how to use assertive communication

Course Outline

- **01 Day One**

Achieving communication success

- Communication levels and definitions
- Barriers to effective communication
- Overcoming communication barriers
- Communicating across cultures
- Managing perceptions and biases
- Listening etiquette
- Building Rapport and the Circle of Trust Technique
- Emotional Excellence
- What is Emotional Intelligence?
- Benefits of EI
- Understand the difference between Trait EI and Ability EI
- 5 Dimensions of Daniel Goleman EI Model
- How to accurately perceive emotions
- How to remove emotional blind spots

• 02 Day Two

Understanding Conflict and Difficult Situations

- Defining the Nature, Types and Causes of Conflict
- Conflict vs. Competition: When one overtakes the other
- Benefits and Drawbacks of Conflict in the Workplace
- Why people behave in challenging ways
- Factors affecting our behavior and how attitudes are formed
- Different Personalities types make different
- Assess your own personality type
- Different Personalities types at the workplace
- Understand the impact of the different styles on each other
- The 6 types of difficult people
- How does each person's style impact their communication style?

• 03 Day Three

Different Personalities types make different

- Key steps for Handling different behavior and personalities styles
- How to resolve conflicts in a constructive way
- How to bring out the best in even the most difficult people
- Communication is the Key
- Using assertive communication
- Distinguishing between aggressiveness and assertiveness
- Identifying the three components to achieve assertive communication
- How to provide actionable feedback for others?
- Using power and authority in a positive way

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 13, 2025	April 15, 2025	3 days	3250.00 \$	KSA - Jeddah
Aug. 25, 2025	Aug. 27, 2025	3 days	3950.00 \$	Norway - Oslo

FROM	TO	DURATION	FEEs	LOCATION
Nov. 17, 2025	Nov. 19, 2025	3 days	3250.00 \$	UAE - Dubai