

Course 167: Dealing with Difficult People on Teams (1 day)

Course Description...

Difficult people can paralyze any project team and “difficult” is different for everyone. In this course you will identify what a difficult person is for you and discuss the consequences of not dealing with that person. We will identify 6 difficult personality types and develop a strategy for dealing with your difficult team member(s).

Learning Objectives...

- Identify what is “difficult” for you
- The effect difficult people have on your team and you
- Identify 6 difficult personality types and see learn their behavior patterns
- Develop a strategy for dealing with your own difficult person(s)
- Practice role play dealing with your difficult person(s)
- Finalize action plans for back at work

Who should attend...

This module is designed specifically for managers who are responsible for the performance of teams.

Prerequisite...

None

Course Outline	
<p>Introductions and Objectives</p> <ul style="list-style-type: none"> ▪ Negotiate learning objectives with the class in order to customize and meet real world needs <p>What is “difficult”?</p> <ul style="list-style-type: none"> ▪ Discuss the different difficult people we deal with <p>The effect Difficult People have on us and the team</p> <ul style="list-style-type: none"> ▪ Discuss the impact of not dealing with it <p>Identify your Difficult Person</p> <ul style="list-style-type: none"> ▪ Identify your difficult person and the behavior they exhibit 	<p>Video – 6 Difficult Types</p> <ul style="list-style-type: none"> ▪ View a video showing typical behavior of difficult people <p>Prepare your Plan</p> <ul style="list-style-type: none"> ▪ Prepare a personal action plan for dealing with your difficult person ▪ Practice role plays for your difficult person <p>Personal Action Plans</p> <ul style="list-style-type: none"> ▪ Develop personal action plans for back at work

Please contact your ROI representative to discuss course customization!!!