

Handling Difficult People

處理刁難客戶的技巧

MEDIUM : English / Cantonese COURSE CODE : HDP

Who are some difficult people to work with? They may be your customers who have unrealistic expectations of you. They may be your co-workers who have a different work style or different interests. To uphold productivity and integrity, you need to take up the challenge to manage these people. You may need to tap your interpersonal skills while you problem-solve as you tackle technical problems.

The programme aims to build the participants' confidence in handling difficult people. They will be equipped with the techniques to practise professionalism in the following scenarios:

- Staying calm under pressure
- Communicating assertively
- Analysing problematic situations
- Applying relevant methods to resolve conflict

Who Should Attend

Those who need to maintain interpersonal relationships at work

Course Outline

1. Characteristics of Difficult People

Through *brainstorming*, the participants will categorise difficult people into a few types: **Unreasonable, Defensive, Insecure, Arrogant.**

2. PEACE Process in Bridging Differences

The participants will learn the process to bridge the differences with people: **Prepare, Empathise, Adapt, Compromise, Enable.**

3. Prepare with Calm Emotion

The participants will realize how to focus emotional energy to resolve differences through a *self-evaluation questionnaire*.

4. Empathise to Leave the Door Open

The participants will learn the GROW model to enable listening in self and others: **Goal, Reality, Options, Wrap-up.**

5. Adapt to Behavioural Styles

Through *self-evaluation, discussion and role-play*, the participants will:

- Realise their own conflict behaviours
- Identify the conflict behaviours of others
- Influence others by adapting the suitable communication behaviours

6. Adapt with Communication Strategies

The participants will *practise in an exercise* the communication styles that build trust with people:

- Verbal - a motivating language
- Vocal - a sincere tone
- Visual - an open posture

7. Compromise through a Win-Win Attitude

The participants will learn how to gain attention from others by relating to their logical and emotional readiness:

- Understand Transactional Analysis
- Apply the concept in *an exercise*

8. Compromise in Conflict Management

The participants will review six (6) methods to build their flexibility in managing conflict considering such factors as: Information, Time, Authority.

9. Enable the opportunity to Interact with Positive Energy

The participants will *discuss* how to enable self and others to manage stress and resolve differences with calm energy:

- Ongoing energy building
- Biological switches