Dealing with Difficult People & Situations

This program will handle difficult people and situations more effectively by demonstrating ways to make difficult employees/worker more productive.

Key topics can be:

Definition of difficult employee/worker

A checklist of indicators of difficult behavior and its impact

Tackling difficult behavior and producing improvements

Giving and receiving feedback and criticism in a positive way

A review of reasons for difficult behavior

Case studies and role-play of examples of difficult behavior & how to improve the situation

Designed for:

Executives who wish to improve their skills in dealing with difficult employees and situation at work or elsewhere