

**Course Title: Dealing with difficult people**

**Course content:**

- What are the real or typical scenarios we may face where we may term someone as being 'difficult'?
- Understanding the difference between conduct and capability issues
- Understanding why people may underperform or behave in an unacceptable manner. On the basis that people are always motivated by something to do whatever it is they are doing, what may be going on for them?
- How to focus on improvement, rather than the issue concerned
- How to handle our own emotions e.g. when frustrated or angry with someone, and move from re-active to response mode, where we are calm, empathetic, clear and solution focused
- A structure of giving feedback is worked through. Delegates (who will be involved continually through this interactive model) will practice giving feedback to each other on both prepared case studies and a situation (real or imagined) that they are invited to bring to the course

**Key learning outcomes:**

- People are difficult for no reason. Seeking to understand their motivation is the first step to helping them to improve behaviour
- Feedback should be with clarity yet respect, and developmental rather than critical
- Coaching people towards improvement rather than directing them to do so will have far greater positive impact on future behaviour