
Dealing with Difficult People

Stock Agenda

Objectives

- General understanding of theoretical principles for recognizing and dealing with difficult behaviors
- Awareness of specific, practical approaches and techniques for dealing with difficult behaviors and situations
- Courage, confidence, even enthusiasm for dealing with difficulties in the future

0:00

Opening

Agenda Review
Ground Rules
Introductions

0:15

Four Corners

This is a fun exercise designed to build awareness about our personality styles and the value of different ways of approaching problems.

0:40

A Look at Difficult Types and How to Deal with Them

Each person will have a chance to describe difficult behaviors that they have encountered. As a group we will share successful strategies for dealing with difficult behaviors.

1:20

Break

1:40

Role Play

We will “try on” some of the most difficult behaviors that we have identified and act out how to deal with them. We will pick the setting depending on what behaviors are identified.

2:20

Lessons Learned

Based on the role play and other information shared in the workshop, we will make a list of lessons learned regarding dealing with difficult behaviors.

2:45

Resources

2:50

Evaluation

3:00

Adjourn

