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Dealing with

“Challenging, Difficult, Grumpy, Frustrated, Unhappy, Stressed-out...” People

3 hours, but this session can be tailored to 30, 45 or 60 minutes.

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Participant's profile:

- Businesses, Employees, Government Agencies

Learning Objectives:

- This session will help to define the major types of difficult people and ways to deal with each type. The session also provides effective techniques on how to interact with difficult people and defuse volatile situations.

Participant's Value Received:

- It just makes work harder when you have to deal with “challenging” people. Understanding how to deal with them and “win” them over, can make going to work more enjoyable.
- If applicable, and time allows, this session offers participants an opportunity to provide the trainer, in advance of the session, a written scenario of a difficult situation. The trainer will discuss these scenarios, in a confidential manner during the session and give tips on how to deal with that situation.
- This session also offers each participant one “e-coaching” session. Participants can email the trainer after the session to ask about a situation or to ask for guidance on a difficult experience.

Outline:

1. Understanding the anger cycle.
2. What makes people difficult?
3. Understanding the major types of difficult people:
 - *Openly Aggressive, Snipers, Complainers, Know-it-alls.*
 - *Whiner game.*
4. Tips on dealing with the most common types of difficult people we meet:
 - Co-workers and Customers
5. Let's look at Scenarios
6. Conclusion
 - Resources: Web & Books



“The Role Playing was a good way to show examples of different situations. Lynda made it interesting by including real-life experiences – something we could all relate to. I found this workshop very helpful in terms of my own reactions to situations and how to stay calm and deal with difficult people.”

- Employee City of Lethbridge