



# Corporate Coach Group

Training that transforms



## Training Plan Handling Difficult People Training

## A Training Plan for Your Organisation

### What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

### Handling Difficult People Course Summary

We all need to handle difficult people; those who consistently do and say the wrong things. But many find handling difficult people is challenging.

This Handling Difficult People Training course will show you how to find the right balance, between appearing too aggressive and appearing weak-willed and ineffective, when dealing with difficult people.

This course will leave you empowered to deal with even the most problematic people in a clear, rational, positive and professional way.

### Learning Outcomes for the Handling Difficult People Course

- Handle people who do not do the right thing
- Manage your emotions, so you stay in control
- Nip problems in the bud, so they don't get out of hand
- Learn when to compromise and when to stand firm
- Negotiate solutions, rather than argue about blame
- Boost your self-confidence and assertiveness skills
- Use positive feedback, as a way to change people

### Customer Review

“ The course was informative and made me question leadership skills that I have operated with for years, but made me see a fresh approach to dealing with different scenarios I am faced with. The trainer's presentation was fantastic. He kept the group involved and made everything very clear as the presentation went on. Very knowledgeable.

*Dean Stones  
Centreplate UK Ltd*

## Handling Difficult People Training Course Overview

This course is divided into four parts:

Part one. Self-assessment of your own communication style, and how do you come across to others?

Part two. We focus on difficult people who disagree with everything, or who are disruptive and strong. We will show you special techniques to handle intelligent, articulate, but difficult people.

Part three. We focus on a different kind of difficult person; those who behave badly. They swear, they break rules, lose their temper, they bully, intimidate, manipulate and may be lazy. You will learn how to deal with this type of difficult person.

Part four. Why it is important to finish every interaction on a positive note.

When you have learned to master and apply the skills you learn on this course you will find, to your delight, that there are fewer difficult people in the world.

### Customer Review

“ Excellent content! I particularly liked the 8 Part SMART and understanding the difference between Critics and Cynics. Transforming negative conversations onto a more productive track. The trainer's presentation had a good pace, presentation and style.

*Julie Knight  
Victory Housing Trust*

## Handling Difficult People Training Course Details

### Morning Session

#### Introduction to the training

The world is populated by people with great diversity of characters. You may find some character types difficult to deal with, but you need to handle them, because they form part of your job.

So, we are here to answer the question: *How can we get the best from ourselves and others?*

To get the best from difficult people, we must first learn how to get the best from ourselves.

This course is predominantly a personal development course designed to improve communication and confidence, so that we are empowered to positively affect others.

#### To deal with difficult people, what communication skills are needed?

There are many skills needed, but they can all be subsumed under a smaller number of main headings:

1. Clear thought
2. Accurate language
3. Rational approach
4. Positive emotions
5. Body language
6. Voice tones

This Handling Difficult People training course is based on these six themes.

#### Self-assessment of your communication style

We begin the training by asking you to do a self-assessment, measuring yourself against a set of fundamental key skills. The result will identify areas for potential improvement.

### What impression do you make?

We all make impressions in the minds of others. People will form a mental image of you based upon two things, their own preconceptions and your behaviour. Their response is governed by their impression of you.

You cannot change their preconceptions, but you can change your behaviour in ways that will trigger an adaptive response.

In order to make progress with people, you need to decide how you wish to be perceived by others, and then act accordingly.

We will discuss how you want to be perceived by others and what attributes to focus on.

### How to handle intellectually difficult people

There are many people who are difficult because they are intellectual, argumentative, contradictory, and have strong opinions. They are confident, articulate, sometimes pushy. They upset people and create tension. They can be intimidating. They ruffle feathers.

In this section of the course you will learn how to deal with these intellectually difficult people.

### Clarity of purpose

To achieve your purpose, you must first define it.

Your purpose is to gain the willing cooperation of the difficult person. That means you must find common ground between:

1. What you want
2. What the other wants
3. What is reasonably / logically possible

### Goal setting

In order to find the common ground, you need to decide what you want, discover what they want and determine what is a rational way forward.



## Develop your questioning skills

To discover what the other person wants, you need a formula for asking the right questions. We will give you an 8-step questioning formula, which will help you develop your questioning abilities.

## Clarify ambiguities

Communication must be clear and distinct, with no ambiguities or vagueness. Language is inherently tricky, but it is important your words are clearly understood by the other person, in order to avoid misunderstandings.

Equally, you must fully understand, not just hear, what the other person is trying to say. We will show you a special formula (called CG4D), that will allow you to clearly define what is meant by what is said. This single method will improve your communication skills for the rest of your life.

## How to transform negative to positive

You might think the other person is being negative, they would disagree with that assessment. Nobody thinks they are negative. They regard their so-called negativity, as realism. They even say: "I'm not being negative, I'm being realistic!". Difficult people have powerful intellects but lack direction to use it creatively. You need a technique that will transform their 'no-can-do' mindset, to a 'can-do' mindset. We will show you how to turn the problem creator, into a problem solver.

## How to harness the power of positive suggestion

Humans are open to suggestion. And suggestion can be a better way to approach people, rather than issuing instructions, or orders.

We will show you how you can use words, as a form of positive suggestion, using language in persuasive ways.

When you learn this technique, you will find yourself using it all the time.

## How to put your new skills into practice.

The Germans have a saying, "Übung macht den Meister", which means "practice makes the master", or practice makes perfect! How will you put into practice what you have learned this morning?



## Afternoon Session

### How to handle difficult behaviour: Behaviour modification

In this session we discuss how to handle people who behave badly. This can include behaviours such as lateness, physical bad habits, swearing, abusive words and inappropriate behaviour. Or it may be laziness, improper laxity, or carelessness in the performance of their duties.

This is effectively performance management, or behaviour modification. This is not easy to manage. We will show you how to do this correctly.

### Four communication styles, but only one of them works

When faced with a difficult person, we all have four options of how to respond: with anger, with upset, by avoidance, or by reason.

Only reason works.

We discuss why the other methods are not effective and why you should use reason to resolve difficult situations.

### What is a rational approach?

In order to present a rational approach, we will show you:

- The importance of the self-concept
- How to use objective language
- How to script your message
- Focus on the future
- How to gain commitment
- Assertive body language and voice tones
- Why you should finish on a positive

### The importance of the self-concept

The self-concept is the core of personality, it is the image a person has of themselves. If you attack a person's identity, they will always respond negatively.

Therefore, you should never use negative identity statements; statements that contain the phrase, "You are ... annoying, rude, etc."

To protect their self-concept, use only objective language.



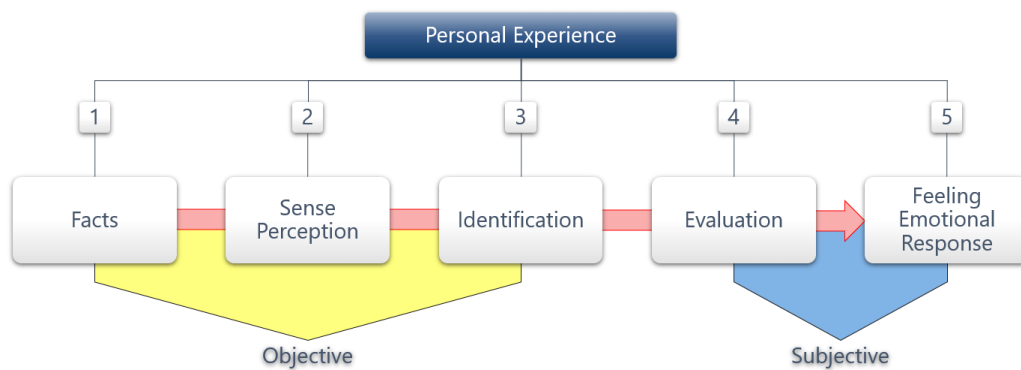
## How to use Objective language

We discuss the difference between objective, non-emotionally charged language, and subjective, emotionally charged language.

When you are in a negatively charged situation, never use emotionally charged language, use only objective language.

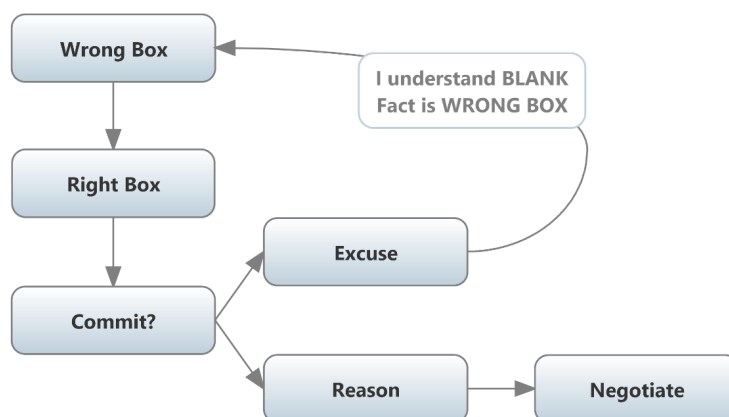
We will show you how to describe your message in objective terms.

You will find this section of great benefit in the handling of conflict situations.



## How to script your message

Now you know the rules, you can write scripts that will allow you to positively affect negative people. We will work the material together, covering different scenarios and you will see how it works in practice.







### Focus on the future

We discuss why it is a mistake to argue for too long about the past, and why it is better to focus on the future.

We will show you how to shift conversations “back to the future.”

### How to gain commitment

In order to find a suitable solution, you need to find the common ground between:

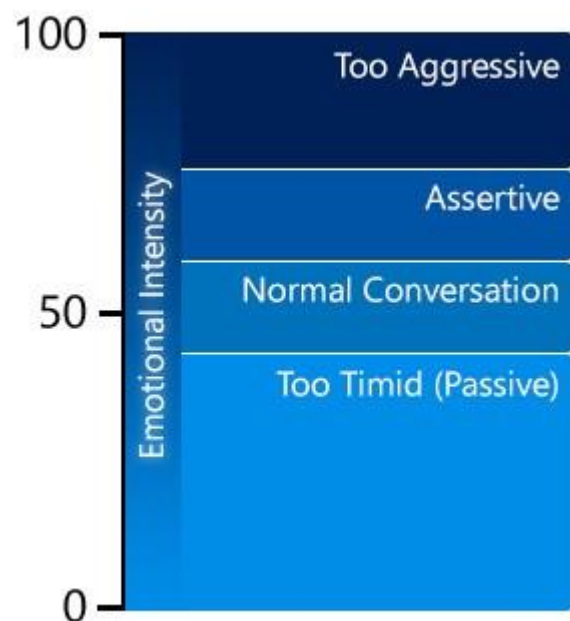
1. What you want
2. What the other wants
3. What is organisationally possible

Everyone has a rational side, and your task is to find it. Nobody regards themselves as being unreasonable. Learn to take advantage of their desire to be a reasonable person.

### Be assertive: Not aggressive or passive

It is not enough to know what to say. You also have to say it in the right way.

We will show you how to be assertive, not aggressive, not passive.



### How to use body language

When handling difficult people, body language is also important: eye contact, body posture, facial expression, appearance, hand gestures.

We will discuss the importance of body language and how to use it to win over difficult people.

### How to use voice tones

Voice tones are important too: volume, pace, pitch, and intensity of emotion.

We will explore how you can use your voice to deliver your message convincingly and confidently.

### Always finish on a positive

By using the methods we have taught you, you will be able to defuse a potentially explosive situation. You will have removed the negative, leaving the situation emotionally neutral.

But now we need to add in positive emotions, so that you finish on an affirmative.

We will show you how you can always finish on an affirmative.

### How will you apply the material in practice?

We summarise the training and ask you what you found the most useful and discuss the ways in which you are looking forward to put the material in practice.

### Customer Review

“ Excellent course, easily the best training I have ever received. Gave practical tools for dealing with a number of management requirements. The trainer was consistent and easy to follow.

*David Taylor  
Binding Site*

## Training Costs / Investment

### Bespoke In-House or Live-Online Course

£2,250 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

*International Price Varies*

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

### All our training includes:

- A full day of quality training, delivered by an experienced trainer
- Total of 6 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

### We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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## Customer Reviews

- “ The course content was informative and interesting with content varied, to include specific questions we required answering which was good. The trainer's presentation was very good as always, Chris manages to get a good balance between informative and interesting without boredom settling in.

*Tracey Bather  
BTCV*

- “ I found the course to be excellent and have been provided with some very useful tools that I will be able to use in both my professional and personal life. The trainer's presentation was very good

*Nicky Earl  
Cheshire and Merseyside CSCL*

- “ The course content was excellent; initially concerned there was too much content but was covered efficiently. The trainer's presentation: Excellent engagement, just enough group involvement and great examples of experiences.

*Kelly Rossington  
Enrichment Technology UK Ltd*

- “ Very informative training. Diagrams and plans will be very useful, as will the decision matrix in helping me to keep focused on my goals and maintain a positive mental attitude. The presenter was also extremely engaging, fast-paced but clear, good interaction and would definitely recommend this course to others.

*Mike Lockton  
FWJ Legal Limited*