



Communicating with Challenging Personalities

Overview:

We've all had to work with a co-worker, client, or vendor, who we find to be challenging. Rather than letting it get under your skin, the tips in this course will help you overcome your frustration and remain under control. Cool as a cucumber! This course will provide you with techniques and communication skills guaranteed to help with different and difficult personalities by diffusing potentially explosive situations in a positive way.

Learning Objectives:

- Learn how to pinpoint and communicate with the most challenging personality types
- Learn how to manage your emotions under pressure
- Learn how to go from conflict to resolution
- Find new and effective techniques for diffusing conflict and clearing misunderstandings
- Develop coping strategies to stay calm when facing difficult situations

Course Agenda

Module 1: Why Challenging Personalities are “Challenging”

- 8 challenging types
- Tact & Diplomacy
- Destructive Conflict
- Are you a good listener?

Module 2: Tools to Interact with Challenging People

- Asking questions
- Open Questions
- Listening for answers
- Understanding the Listening Process
- 8 types of listening
- Assertive Communication
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Module 3: Behavior Types and Styles

- Identify and build on communication behavior styles
- Interaction styles
- The reciprocal quality of relationships

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Module 4: Prevention Techniques

- Proactive measures
- Importance of Empathy
- What to say and how to say it
- What to avoid when dealing with challenging personalities

Module 5: How to Handle Challenging Situations

- Dealing with challenging attitudes
- The 5 step process
- Safe handling of the dangerous two-faced co-worker
- Know when to salvage a relationship
- What to do if a challenging relationship is not worth saving

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