

EAC Training

OUTLINE

- Topic:** **Dealing with Difficult People**
- Description:** The Dealing with Difficult People session centers around our response to challenging behavior. We review the transactional analysis communication styles that so many of us fall into and review the need for leaders to move the communication to an adult to adult communication. We also review the need to “accept reality” of the difficult behavior and work with the present situation. The challenge is for us to identify and be ready to discuss behaviors that sometimes fall into the gray area. ie: bad attitude. The session also review the seven types of difficult behavior in the workplace. We look for and identify appropriate approaches to each of the seven types of difficult behavior.
- Equipment:** PowerPoint Presentation
Flip Chart
- Room Arrangement:** The optimal set up for this session would be tables of 8.
- Number of People:** This training is best facilitated with a range of 20 to 50 participants
- Time:** One or Two Hours
- Delivered by:** Dan Fogel
Ron Scott