



Working with Difficult People

We all encounter difficult people. Whether you're a supervisor, a customer service professional, or you have a challenging coworker, it's important to know how to rise above your initial emotional reaction and turn negative situations into positive outcomes. Topics include understanding why we label people as difficult; types of difficult people; tools and techniques for resolving issues; coping strategies for the effects of difficult people; conflict management strategies; and practical application.

Who Should Take This Course?

This course is designed for anyone who works with people.

Course Objectives

- Improve your relationships with difficult people in the workplace
- Gain confidence in your ability to communicate
- Overcome emotional reactions when faced with them
- Practice techniques to turn negative situations into positive outcomes

Course Info

- Length: 6 hours
- Format: Classroom instruction and demonstration
- Prerequisite: None

Course Content

Improve your relationships with difficult people in the workplace

- Understand how our perceptions influence our reactions
- Understand why we label people as difficult
- Understand the eight categories of difficult people and effective techniques to resolve our issues

Gain confidence in your ability to communicate

- Master the four core techniques involved in conversational problem solving
- Develop an understanding of how you approach conflict and conflict situations
- Resolve issues with difficult people in the workplace

Overcome emotional reactions when faced with them

- Determine which situations may create an emotional reaction in yourself or others
- Examine your own emotional response and how it may be creating the problems you face
- Evaluate coping mechanisms for the effects of the difficult person at work and at home



Practice techniques to turn negative situations into positive outcomes

- Gain practical hands-on experience in “putting it all together”
- Validate your understanding and use of the tools presented in the workshop
- Receive constructive feedback to use during your next encounter with a difficult person

Assessment /Evaluation

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

Course Completion Letter

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Continuing Education Unit (CEU) letter, **after the final session**. You must attend 80 percent of the course to qualify for the letter.* To request a CEU letter, please stop by the front desk after the last session of class and complete the CEU Request Form.

Certificates of Completion for Certificate Programs

Certificates of Completion are automatically given at the end of the certificate program to those who have registered for a certificate program series (or after Part 2 of the series, when applicable) as long as attendance* and other program requirements have been met. If you complete a certificate program by taking courses individually (not through a series), please stop by the front desk and complete a Certificate Request Form. Attendance requirements for certificate programs vary by certificate and can be found by visiting [Certificate Programs & Certifications](#) on our website.

*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is the students' responsibility to sign-in.

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at dss@greenriver.edu; by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 274, to request accommodations. For additional information, please visit www.greenriver.edu/student-affairs/disability-support-services.htm. The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided.

This syllabus is available in alternate formats upon request.

Green River College is an equal opportunity educator and employer. Learn more at www.greenriver.edu/accessibility.