



CONTINUING EDUCATION

Course Outline

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/Continuing Education Unit (CEU) 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 Course Completion/Continuing Education Unit (CEU) letter **after the final session of your course**. You must attend* 80 percent of the course (or 100 percent of a single-day course) to qualify for the letter. You can [request a Course Completion/CEU letter online](#).

Certificates of Completion for Certificate Programs

To receive a Certificate of Completion for the Supervision Certificate, you must take all six required courses and attend* 80 percent of the entire certificate (calculated by total number of sessions). If you complete a certificate program by taking courses individually (not through a series), you can

[request a Certificate of Completion online](#).

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

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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.