

# COURAGEOUS CONVERSATIONS: DEALING WITH DIFFICULT PEOPLE

## *WORKSHOP OVERVIEW*

“All employees are entitled to outstanding leadership – You will provide that leadership.”

### Summary

We can get into a routine of becoming exhausted dealing with difficult situations and bad behavior at work. We feel like we constantly meet people who are inconsiderate or passive-aggressive. Quite often, we can be equally awkward ourselves. Success comes from understanding how we behave, as well as how we can influence others. If you approach difficult topics in one or a series of conversations, and you approach those conversations with a plan, you will find that you have fewer issues to deal with. In this 4-hour **highly interactive** workshop, you will have an opportunity to review a Four-Step Courageous Conversation Model that can help you turn conflict and difficult situations into opportunities for growth.

### Outcomes

**After completing this program, you will be able to:**

- Use a working definition of Difficult People
- Recognize the distinction between people and behavior
- Learn the formula for changing your responses to difficult people
- Use strategies for staying calm when dealing with difficult people
- Manage difficult people instead of only reacting to them
- Use pausing techniques to derail tense or negative emotions