



Palomino Training Solutions
specialists in corporate training

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Conflict Resolution - Dealing With Difficult People

Course Overview

Dealing with difficult people is a universal frustration that everyone will experience in their lifetime. Despite your best efforts, difficult people will cross paths with you, and when they do, you'll be glad you took this course.

There are a wide array of people we encounter who seem inconsiderate, stubborn, indecent, unhappy or passive-aggressive. To those we meet, we may appear that way to them. This course will teach you how to draw success from an understanding of how we behave as human beings, and how we can influence others.

You will learn how to recognize how your own attitudes and actions impact others; effective techniques for dealing with difficult people; strategies for dealing with anger; and how to cope with the difficult people and situations that we will inevitably encounter in our everyday lives.

Course Outline

How to Use This Guide

Session One: Course Overview

Session Two: Conflict as Communication

1. Defining Conflict
2. Self-Assessment

Session Three: Benefits of Confrontation

Session Four: Preventing Problems

Session Five: Getting Focused

1. Getting to the Heart of the Matter
2. The Three F's

Session Six: Managing Anger

1. Coping Strategies
2. Guidelines for Assertive Anger

Session Seven: Dealing with Problems

1. Dealing with Problems
2. Causes of Difficult Behaviour

Session Eight: The Three-Step Conflict Resolution Model

1. The Three-Step Model
2. Getting the Hang of Things

Session Nine: Practice Makes Pretty Good



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Session Ten: Changing Yourself

1. Negative vs. Positive Interactions
2. Dealing with Negative Feelings

Session Eleven: Why Don't People Do What They Are Supposed To?

Session Twelve: De-Stress Options to Use When Things Get Ugly

Recommended Reading List

Post-Course Assessment

Pre- and Post-Assessment Answer Keys

Personal Action Plan