



Key Information

Dealing With Difficult People

A 2-Day Hands-On Workshop

Course Description: In the realm of performance-driven management within the government sector, a pivotal aspect is securing results through the influence of others. This actionable, skill-focused seminar delves into the psychology of workplace behavior, augments communication skills to elicit positive responses, and amplifies the motivational tools linked to peak performance. The seminar also incorporates principles of engaging leadership, addressing current challenges such as managing challenging employees, securing agreement for new initiatives, mastering conflict resolution, and conducting productive meetings. The training employs communication strategies that focus on mutual understanding and agreement, supplemented by practical exercises and simulations to solidify learning.

Who Should Attend: This workshop is designed for all government personnel. If you are managing an organization that is planning to or has recently undertaken a new challenging project, this is a great opportunity.

Subjects Covered in this Workshop:

- **Understanding and Leveraging Personality Styles:**
 - Grasp the influence of different personality types on people and the organization.
 - Explore environmental factors that influence behavior.
- **Mastering Communication:**
 - Pinpoint and address causes of communication failures.
 - Employ strategies to avoid common communication pitfalls and ensure clarity.
 - Transform unpleasant interactions into constructive conversations.
- **Conflict Resolution and Engagement:**
 - Develop strategies that accommodate both sides to solve problems effectively.
 - Learn techniques to regain focus when good people act irrationally.
 - Engage personally and effectively to foster positive outcomes.
- **Fostering Organizational Change:**
 - Strategies to secure buy-in for changes and minimize resistance.
 - Plan and execute meetings that are productive and inclusive.

CONTACT

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NAICS

611430: Professional & Management

Development Training

541611: Administrative Management & General Management Consulting Services

541612: Human Resources Consulting Services

CERTIFICATIONS

Veteran-Owned Small Business

VISION STATEMENT: To provide solutions to organizations that drive profitability, remove constraints and lead personal transformations that drive sustainable productivity.

MISSION STATEMENT: To be an organization where every member of the team is a living example of the material we are teaching.