

SQI

MANAGING DIFFICULT PEOPLE

Introduction

Our comprehensive 2-day course designed to equip you with the invaluable skills necessary for effectively managing difficult personalities in the workplace. As professionals, we understand the challenges that arise when navigating through diverse personalities, and our course aims to provide you with practical strategies and insights to transform challenging interactions into opportunities for growth and collaboration.

In today's dynamic work environment, the ability to handle difficult individuals is not just a skill but a necessity for successful leadership and fostering positive team dynamics. Over the duration of our program, we will explore various techniques and approaches that will empower you to confidently navigate through challenging situations and cultivate a more harmonious work environment.

Price

Member: S\$586.42

Non-Member: S\$529.52

Price inclusive of Registration Fee of S\$17.44

*All fees stated are inclusive of 9% GST



**SINGAPORE
QUALITY
INSTITUTE**

AWARD OF CERTIFICATE

Certificate of Completion will be issued to participants who have attended at least 75% of the course

WHO SHOULD ATTEND

This course is tailored for leaders in the workplace, including supervisors and managers, who are tasked with leading teams and managing different personalities. Whether you're a seasoned professional or a budding leader, this course offers valuable insights and tools to enhance your effectiveness in managing people.

DURATION

2 Weekdays Days:
9:00AM - 5:00PM
(14 Hours)



Full Course List

2024

Course Brochure

COURSE OUTLINE

- Self-awareness: Are you the difficult one or are they the ones?
- Identifying different types of challenging personalities: Passive, aggressive, and passive aggressive. Utilizing social skills in people management.
- Strategies for managing "Hot Potatoes": Handling urgent and sensitive situations with finesse.
- Navigating non-collaborative situations and fostering cooperation.
- Disarming difficult individuals through effective techniques.
- Anger management: Enhancing Emotional Intelligence (EQ) and Intellectual Quotient (IQ).
- Conflict resolution and mediation: Knowing when and how to intervene.
- Dealing with unwarranted criticism with grace and professionalism.
- Knowing when to escalate issues to higher authorities.
- Practicing self-care to prevent burnout and maintain professional boundaries

COURSE CONTENTS

Understanding difficult behavior: Gain insights into the underlying causes of challenging behaviors and develop a deeper understanding of their motivations.

Strategies when dealing with challenging people: Learn practical strategies and techniques for effectively managing difficult personalities.

Key communication techniques: Master essential communication skills to navigate challenging conversations with ease and confidence.

Fostering a positive team culture: Explore methods for promoting a positive and inclusive team culture amidst challenging circumstances.

CONTACT

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