

ULLIANCE HUMAN EFFECTIVENESS TRAINING

Dealing with Difficult Personalities

Have you ever worked with someone whom you consider to be difficult? Think about your reaction and how you dealt with them. This presentation will help you learn new ways to deal with people whom you consider to be, to put it diplomatically, less than lovable.

Difficult Personality Types

- Bullies
- Gripes
- Silent types
- Yes people
- Just say no types
- Know it alls
- Stallers
- Gossipers

Communication

- How do you handle conflict?
- Communicating with difficult personalities

Strategies

- Specific strategies for each type
- Scenarios: practice working with difficult personalities

