

*'Art of Dealing
with Difficult
People'*



*People Skills
Training
AOC II*

*The Art of Dealing
with Difficult People
is Relationship
Skills. Valuing
others, to create to
best possible
connections.*

me-we-Us-THEM™

EPLS Linked-Domain Model™

Course Purpose: *When engaging with difficult people what is your usual outcome: disappointment, irritation, disaster or giving up?*

The goal of the ADP is creating better outcomes in difficult circumstances.

Do you find yourself saying “My job would be easy if it weren’t for other people”?

Do you know someone who gets upset over little, unimportant things? Or someone who finds something to complain about constantly?

Is there someone in your life who has an unkind comment about every single thing you do or say?

Do you know people who are just difficult to be around in general?

These are common occurrences in our lives and dealing effectively with them, is essential to our emotional health.

Course Design: Two-Day participative seminar, adult learning format

Course Focus: *Understanding others, valuing others, and creating better relationships. Learning skills to deal effectively with: Toxic People, Nasty People, Bullies, Blamers, and Invalidators.*

Understanding and analyzing Toxic People

How to deal with Bullies, Blaming, Projection and Invalidation

Dealing with Nasty People

Analyzing the 4 Questions Everyone Intuitively Asks of others

Evaluating the impact of our ATTITUDE on other people

Building Emotional Resilience to deal with Difficult people

Creating Engagement through Compassion and Empathy

Understanding how to handle Conflict, Criticism and Assumptions

Speaking to the Different Behavior Styles of your coworkers

Understanding why certain Behavior Styles Clash So Strongly

Course Takeaways: *How to deal with bullies, blamers, projectors, invalidators, and toxic, nasty people.*

ADP Learning Objectives and Outcomes:

Understanding and analyzing **Toxic People**

Understanding and evaluating **What we Can and Cannot Control**

Learning the skills to effectively deal with: **Bullies, Blamers, Projectors, and Invalidators**

Characteristics of **22 difficult archetypes**

The **Lens of Understanding**

Engagement through **Compassion** and **Empathy**

Building **Emotional Resilience** to withstand difficult people interactions

The Four Behavioral Styles and why they clash so strongly

Understanding the **Four different Intents** and Behaviors

Understanding **Human Nature**

Acknowledging Interdependence

Using the **RAS** when dealing with Difficult People

One-on-One **Active Listening** and Speaking Skills

Handling conflict in **Crucial Conversations**

How to handle **Criticism**

Guarding against **Assumptions**

Course Content: **The Art of Dealing with Difficult People (ADP)**

The Art of Dealing with Difficult People (ADP) is a practical, engaging, fast moving interactive learning experience designed to be a two-day sabbatical from routine. According to current research by the Stanford research center, Harvard University and the Carnegie foundation, **85% of our business success, and 99% of our personal happiness are based on one thing: our ability to deal with people.** We need to be able to deal with people, to get along with them, trade with them, give and take with them. When you deal, you set up an opportunity for both sides to gain. Whether you deal cards, deal programs, deal automobiles, or deal products and services, you are in the business of setting up a mutual exchange. Both sides should walk away with what they agreed to. The mindset is to create a win-win scenario.

Some people are shy and retiring, while others are outgoing and direct. Neither is able to deal with the other without some difficulty, and our ability to deal with other people is a stronger determining factor for our success than IQ (knowledge), skill or ability. If we can't do it, we are far more likely to have great difficulty in the world of work. Like any other skill, this one is based on (and mastered by) knowing what to do (knowledge), why we do it (ability), and practice, practice, practice. We need to understand certain basic principles about human nature to be effective in dealing with people. We can't use a one size fits all approach to influencing people. Dealing with people is an “Art” not a gimmick, and in today’s organizations, we are far too interdependent to think we can survive and thrive without learning to effectively deal with people.

Over the last five decades, hundreds of thousands of people have learned this information and they are using the tools, models, and principles contained in the ADP to dramatically improve their lives and organizations. Many have gone on to create new and lasting relationships or to mend old ones, to affect good positive and lasting change in their lives and organizations, and to be more confident and successful in dealing with people. The material contained in the ADP is based on 50 years of exhaustive research in the field of developing human potential. The Woods Consulting Firm has found that all successful men and women utilize four domains to unlock their potential and the potential within their organizations. From success on the athletic field to success in the organizational world, these four domains are the same; **E P L S: Ethos, Pathos, Logos, and Sophos**. The epistemological roots of this model date back to the Greek philosopher Aristotle 384-322 BC who learned it from Plato 427 – 347 BC and taught it to Alexander the Great 356–323 BC.

The **E P L S** ‘Linked–Domain Model’ guides people on their journey from self-leadership (the most difficult) to leadership of others; this is the journey from success to significance. The ADP teaches eight critical skill-sets within the four linked domains:

1. The first domain is **Ethos** (me) your Character– understanding ourselves more clearly.
This is personal success found in the Intrapersonal domain.
2. The second domain is **Pathos** (we) your Connections – understanding and applying influence, communicating expectations, relationship strategies, and different behavioral styles. When we connect in relationship with others we discover who we really are.
This is people success found in the Interpersonal domain.
3. The third domain is **Logos** (Us) your Competence– This is the person’s core competencies for effectively dealing with people. These include: effectively handling criticism, assumptions, resolving conflict, and dealing with all archetypes of difficult people.
This is professional success found in the KSA Impact domain.
4. The fourth domain is **Sophos** (THEM) your Commitment to Change and Growth– This higher order thinking domain requires: analyzing, evaluating, and creating change. This iterative domain promotes personal and organizational growth and improvement. It is having the discipline and courage to do what doesn't come easy! It is moving your comfort zone, raising your expectations and facing the fear of failure to be a better communicator especially when dealing with difficult people.
This is planned progressive success found in the Iterative Learning domain.

The Art of Dealing with Difficult People (ADP)

Agenda

1 Day

08:00 a.m.-11:15 a.m.

The Essence of Dealing with Difficult People
Dealing with Difficult People quizzes
The many different types of difficult people
Understanding Human Nature
Acknowledging Interdependence

Discipline #3 Logos- Learn something new every day

The Plethora of Difficult People
Characteristics of 22 difficult
archetypes The Lens of Understanding
Disciplines in Action - Case Studies

11:15-12:15

Lunch

12:15 p.m. - 4:30 p.m.

Tool #1 Behavioral Styles

Speaking the different languages of the Four
Behavioral Styles
Understanding the 4 Intents and Behaviors
Engagement
Positive Relationships

Discipline #1 Ethos- Lead yourself first every moment

Tool #2

Attitude the Duck Pond principle

How Your Attitude affects difficult people
Positive Emotion

Day 2

08:00 a.m. – 11:15 a.m.

Tool #3 Demonstrate your Trustworthiness

The four key questions everyone asks

Building the foundation

Tool #4 The RAS and Dealing with Difficult People

How we find what we seek

Creating the win-win scenario

Discipline #2 Pathos- Value people every moment

Tool #5 One-on-One Active Listening and Speaking Skills

Active Listening Techniques

I-Messages

Creating a healthy workplace

11:15-12:15

Lunch

12:15 p.m. - 4:30 p.m.

Discipline #4 Sophos- Intentionally plan to grow every day

Tool #6 Handling conflict in Crucial Conversations

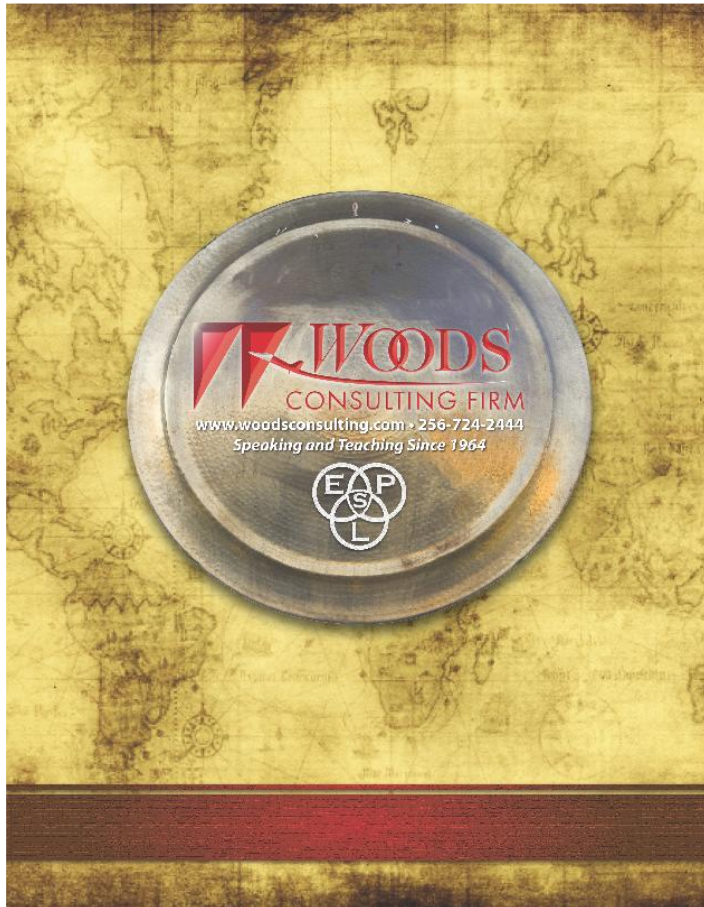
Handling Conflict –Staying cool when things get hot

Tool #7 How to handle Criticism

The power of “The Limited Response”

Tool #8 How to guard against Assumptions

The “Bridge of Assumption”



Action is eloquence. ~William Shakespeare