

Handling Conflict and Difficult People Course Syllabus

Week 1

How we can de-escalate conflict in ten steps

How we can handle Difficult People – an introduction

Defining Difficult People

Why Difficult People are difficult – an underlying cause of difficult behaviour

Seven types of Difficult People – an introduction

General strategies and principles for better handling Difficult People

Seven steps for handling Difficult People – general guidance

'Rising above' Difficult People

Understanding Personality Styles – an introduction

How to handle seven types of Difficult People

Soothing Delayer

Autocratic Dictator

Back Stabber

Week 2

How to handle seven types of Difficult People (continued)

Downer

Tight Lip

Critical Advice Giver

Fault Finder

Seven strategies for better handling anger

Resolving conflict by restoring relationships – an introduction

The link between trust, hurt and anger

Week 3

Understanding Personality Styles (contd.): What about our behaviour?

The difference between our Personality Style and our behaviour

Appreciating, and working with, our Personality Style differences

The first stage in resolving conflict within relationships

What happens when we ignore, or try to eliminate, personality differences

With our knowledge of Personality Styles, what we can do to help resolve conflict

One way we can appreciate personality differences

Some key messages about Personality Style differences

Resolving conflict by restoring relationships

Two overriding principles for resolving conflict

Step 1 – Take the initiative

Step 2 – Confess your part in the conflict

Step 3 – Listen for the hurt

Step 4 – Consider their perspective

Step 5 – Tell the truth tactfully

Step 6 – Fix the problem, not the blame

Step 7 – Focus on *restoring* the relationship, rather than resolving *all* conflict

Conclusion