



## CONTINUING EDUCATION

### Course Outline

# Working with Difficult People

---

We all encounter difficult people. Whether you're a supervisor, a customer service professional, or you have a challenging coworker, it's important to know how to rise above your initial emotional reaction and turn negative situations into positive outcomes. Topics include understanding why we label people as difficult; types of difficult people; tools and techniques for resolving issues; coping strategies for the effects of difficult people; conflict management strategies; and practical application.

## Who Should Take This Course?

This course is designed for anyone who works with people.

## Course Objectives

- Improve your relationships with difficult people in the workplace
- Gain confidence in your ability to communicate
- Overcome emotional reactions when faced with them
- Practice techniques to turn negative situations into positive outcomes

## Course Info

- Length: 6 hours
- Format: Virtual classroom instruction via Zoom, with interactive activities
- Prerequisite: None

## Course Content

### Improve your relationships with difficult people in the workplace

- Understand how our perceptions influence our reactions
- Understand why we label people as difficult
- Understand the eight categories of difficult people and effective techniques to resolve our issues

### Gain confidence in your ability to communicate

- Master the four core techniques involved in conversational problem solving
- Develop an understanding of how you approach conflict and conflict situations
- Resolve issues with difficult people in the workplace

### Overcome emotional reactions when faced with them

- Determine which situations may create an emotional reaction in yourself or others
- Examine your own emotional response and how it may be creating the problems you face
- Evaluate coping mechanisms for the effects of the difficult person at work and at home

### **Practice techniques to turn negative situations into positive outcomes**

- Gain practical hands-on experience in “putting it all together”
- Validate your understanding and use of the tools presented in the workshop
- Receive constructive feedback to use during your next encounter with a difficult person

### **Assessment /Evaluation**

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

### **Course Completion/Continuing Education Unit (CEU) Letter**

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Course Completion/Continuing Education Unit (CEU) letter **after the final session of your course**. You must attend\* 80% of the course (or 100% of a single-day course) to qualify for the letter. You can [request a Course Completion/CEU letter online](#).

### **Certificates of Completion for Certificate Programs**

To receive a Certificate of Completion for the Supervision Certificate, you must take all six required courses and attend\* 80% of the entire certificate (calculated by total number of sessions).

\*Attendance for CEU letters and certificate programs is verified by the instructor at the beginning of each class session.

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at [dss@greenriver.edu](mailto:dss@greenriver.edu); by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 210, to request accommodations. For additional information, please visit [www.greenriver.edu/dss](http://www.greenriver.edu/dss).

The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided. This syllabus is available in alternate formats upon request. Green River College is an equal opportunity educator and employer. Learn more at [www.greenriver.edu/accessibility](http://www.greenriver.edu/accessibility).