

# Handling Difficult People

<b>Nov 11 – 12, 2024</b>	<b>Venue: PIM, Karachi</b>	<b>Rs. 31,000/=</b>
<b>Oct 30 – 31, 2024</b>	<b>Venue: PIM, Lahore.</b>	<b>Rs. 31,000/=</b>
<b>Aug 12 – 13, 2024</b>	<b>Venue: PIM, Islamabad.</b>	<b>Rs. 31,000/=</b>

## Course Description

Do you have to deal with rude, aggressive, emotional or know- it -all people kind of behaviors?  
Do you come home from work agitated to have to deal with difficult people all day?

The aim of this training is to provide individuals with the skills and strategies to enable them to address difficult behavior, in the workplace at home and in customer service environments. The course provides delegates with the opportunity to work within their own work situation, where they want to handle the bad behavior more effectively.

## LEARNING OUTCOMES

- To recognize six difficult behaviors
- To recognize your own style of handling
- To learn to handle each set of behavior effectively
- To be able to Build healthy, happy dynamics when relating to others
- To equip participants with some effective practiced strategies for achieving a more successful outcome

## WHO MUST ATTEND?

- Human resource managers
- Team leaders
- Retail managers
- Educators
- Consultants
- Customer service representatives
- Negotiators

## COURSE CONTENTS:

- Definition of difficult behavior
- Identifying difficult behaviors
- 6 Types of people who are difficult
- Your own behavior style
- Techniques strategies and models to handle the behaviors

**FOR DETAILS AND REGISTRATION**

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