

## Background

### Working with difficult people

Do you have to work with difficult people? Do you know HOW to work with them? For example, how many of these types of difficult people do you recognize?

**The Know-it-all:** These people usually have an opinion on everything but they aren't interested in other people's opinions.

**The Never-say-anything:** These people never have ideas or tell you what they really think.

**The Dictators:** They always tell other people what to do. They're constantly **demanding** and very **critical**.

**The Complainers:** Are these people ever happy? There's always something wrong. They prefer **complaining** to finding solutions.

**The 'Yes' People:** They agree to everything but they never finish the job.

You probably recognize some or all of them. They are the people you work with and the people you sell to. Learn to deal with them by taking our course 'Dealing with difficult people'. The course is perfect for company bosses and managers of departments and teams, but also for team members and staff. We'll help you to deal with all types of people by giving you real, practical techniques.

#### Main course outline

This two day course includes:

- Understanding the different types of difficult personality
- How to communicate with them
- Getting the **respect** of these people
- Getting the best from these people

We also look at **legal issues** with employees and the stages of firing an employee.

#### Our training and trainers

Kensington Training Services has over

twenty years of experience of corporate and business training and coaching. We design every training course so you receive learning and the right combination of:

- Presentations and lectures: all our trainers are skilled presenters so sit back and enjoy.
- Practice exercises: you'll do some of these on your own, some with a partner, and some in teams.
- Group work: there's always time for questions and group discussions. This third stage is often the most useful for **sharing** ideas.

Philippe LeBoutillier is the main trainer on this course. Philippe has over thirty years experience in human resources and **conflict** management. He has worked with government organizations and private businesses all over the world. Philippe has his own consultancy and regularly works with Kensington Training.

#### What people say about Kensington Training courses

*My course with Kensington training was highly professional. The trainer was well prepared and answered all my questions. It was also fun!*

*This course really helped me with my staff. It gave me confidence to deal with difficult employees and it also taught me about managing teams. Thank you, thank you, thank you ...*

*A good course in nice, relaxing premises. Well-equipped classroom, with friendly staff and trainers. The lunches are good too!*

*We send all our staff to Kensington because we know they receive the best training money can buy.*

**Places still available for course starting 1<sup>st</sup> June. Sign up today!**

## Exercises

- 1** Work with a partner. What do you think makes a good trainer? Put this list of skills and qualities in order of importance from 1 (most important) to 7 (least important).
  - good knowledge of the subject \_\_\_\_\_
  - real practical experience of the subject \_\_\_\_\_
  - lots of qualifications \_\_\_\_\_
  - friendly and sociable \_\_\_\_\_
  - good at presenting \_\_\_\_\_
  - ability to lead teams and group discussions \_\_\_\_\_
  - tells funny jokes \_\_\_\_\_
- 2** Now compare your lists in 1 with the class and discuss these questions.
  - 1 Do you all agree on the order?
  - 2 Does it depend on the course subject?
  - 3 Are there other skills or qualities you can add to the list?
- 3** Read the text about a training course. Find the answers to these questions. You have one minute so only read for the important information.
  - 1 What is the title of the course?
  - 2 Who is the course for?
  - 3 How long is the course?
  - 4 What is the name of the training company?
  - 5 Who is the main trainer on the course?
  - 6 When does the next course start?
- 4** Read the text again and decide if these statements are true (*T*) or false (*F*).
  - 1 There are five types of difficult people in the workplace.
  - 2 The training company believes it's impossible to deal with all these types of people.
  - 3 The course also tells you how to hire new staff who are not difficult.
  - 4 The trainers use different training techniques on their courses.
  - 5 Philippe LeBoutillier is the owner of Kensington Training.
  - 6 The course feedback about the staff, the building, and the food is positive.
- 5** Match the words in **bold** in the text to these definitions.
  - 1 negative with feedback: \_\_\_\_\_
  - 2 a high opinion of someone: \_\_\_\_\_
  - 3 wanting something without asking: \_\_\_\_\_
  - 4 giving something to someone else or a group of people and them giving you something: \_\_\_\_\_
  - 5 when two people disagree and become angry: \_\_\_\_\_
  - 6 things connected with the law: \_\_\_\_\_
  - 7 saying something is bad or wrong: \_\_\_\_\_
  - 8 the buildings and grounds of an organization: \_\_\_\_\_
- 6** Look back at the text and choose three words that you could use in your day-to-day work.
- 7** Work with a partner. Plan a training course that would be useful for you or everyone in your company or department. Discuss what the course will include and make notes. For example:
  - What is the title of the course?                      - How long is it?
  - Who is it for?    - What is the course outline?
- 8** Present your course to the class. Find out which is the most popular course in the class.