



Turning Foes Into Friends™: **Handling Difficult People with Psychology**

Course Objective

This 2-day intensive programme will help participants to create a happier working environment by understanding their colleagues, customers and contacts better through psychological approaches.

Course Methodology

30% interactive sharing by trainer
40% experiential group & individual activities
30% group discussions & presentations

Course Syllabus

<i>Module 1</i> Introduction to Behavioural Science	What is behavioural science and how can it help one to overcome challenging relationships at work?
<i>Module 2</i> Different Types of Difficult People I	Introduction to the 4 types of difficult people and how to identify them using simple behavioural tools
<i>Module 3</i> Different Types of Difficult People II	What are the 2 types of difficult behaviour that we encounter at work and in life? How do we diagnose and accommodate them?
<i>Module 4</i> Dealing with Stress	Key strategies to manage one's emotions in order to feel better, be more productive, and not be negatively affected by difficult people
<i>Module 5</i> Using Body Language	How to use body language, gestures and facial expressions to connect and communicate with others, and to increase interpersonal harmony at a subconscious level
<i>Module 6</i> Fighting Back I	Key phrases and useful questions to employ when facing difficult people in conversations, meetings and fiery engagements
<i>Module 7</i> Fighting Back II	How to strategically position oneself in one's organization and beyond to be above difficult people and gain superior leverage
<i>Module 8</i> Hands-on Final Exercises	Putting the strategies into practice, action plans and final instructions