

Handling Conflict and Difficult People

Simple tools to handle tricky people and tough moments

(course reference: HCDP)

We all face tricky people and tough conversations from time to time. This course gives you simple, practical tools to deal with conflict in a calm way – at home, at work and everywhere in between

What the course covers and what it will help you to do

Topics	More detail
 Calm conflict step-by-step	Calming conflict: 10 simple steps Stopping things getting worse Staying in control in tense moments Knowing what the 'nevers' are Choosing the right timing Understanding 'assertiveness' is key
 Handle difficult people	What makes someone 'difficult' Why sometimes behaviour is difficult Simple rules to handle difficult people How to 'rise above' negative behaviour How to respond well: 4 clear steps 21 different types of difficult people
 Manage anger well	How to stay steady and in control: - Handling anger: 7 simple ways - Staying calm when emotions rise - Responding instead of reacting
 Body language & non-verbals	What body language is, why it matters How to use personal space well How 'non-verbals' can resolve conflict How to use personal space well When touch is helpful (& when it's not) How to manage facial expressions How the smile 😊 has great power What are 3 'C rules' for reading others
 Use calm & powerful words	Tools to help you: - Use simple phrases to reduce conflict - Speak clearly without causing upset - Help others feel heard and understood
 Restore relationships	You will learn simple steps to: - Take the first step - Admit your part in a problem - Listen for hurt and feelings - See the other person's view - Fix problems, not blame others - Rebuild the relationship
 Understand personality styles	How different personality styles work Why people behave differently How to work better with each style How differences can cause conflict How to use differences as a strength

 You will take away a **workbook** with the key points and **handouts** to refer to. After the course, you will have:

- easy-to-use **checklists**
- practical **tools** for better handling tricky people
- aide-memoires for quick **reference**
- a clear **approach** to better handling conflict and difficult people.

How the course is run

- This is an **in-person, interactive** course
- The style is **friendly, relaxed and informal**
- There will be plenty of **time to ask questions**
- **Duration:** from 6-10 hours (as decided by the Hosts at each Delivery Centre)

Sources of course material

This course is based on ideas from:

- a) **books:** *Powerful Phrases for Dealing with Difficult People*, Renée Evenson; *How to Handle Difficult People*, Fred Pryor; The Bible; *The Marriage Book – How to build a lasting relationship*, Nicky & Sila Lee; *Personality Plus*, Florence Littauer; *Positive Personality Profiles*, Robert A. Rohm; *Personality Patterns*, Lana Bateman
- b) **talks** on conflict resolution by Rick Warren
- c) **websites:** psychologytoday.com, pastorrick.com and discinsights.com