

Program Outline

SE Wisconsin Chapter International Association of Administrative Professionals

Handling Difficult People And Conflict Situations

This powerful presentation is designed to help participants discover solutions and implement strategies to address workplace conflict situations and handle difficult people problems, transform their thinking to meet personal and organization goals, and generate greater skills to work with others in a more effective manner. This program is based upon the issues shared by IAAP members in the on-line needs survey.

This program is designed to meet the following professional competencies:

- Cooperativeness
- Conflict resolution
- Difficult people
- Communication
- Problem solving
- Address fear

Outcomes: After completing this program, the participants will address misunderstandings and conflicts and develop skills to deal with difficult people.

Learning Points (1.25 Hours)

- **Pre-Work:** Read the article entitled “How Much Is Too Much When Dealing With Difficult People?” The article link was provided in the SE WI Chapter of IAAP *The Commentary Newsletter*.
- What are you afraid of regarding workplace conflict and difficult people?
- Why is there conflict anyway?
 - Elements of conflict
 - Sources of conflict
- *Small Group Exercise: Strategies for constructively handling your conflict situations
- Steps to handle difficult people problems
- Program evaluation
- **Post-Work:** To be determined

*Based upon the results of the IAAP Needs Survey.