

# How to Deal with Difficult and Demanding People in Your Workplace



In today's global economy Managers and Leaders are being challenged to lead collaboration, manage more business complexity and proactively address difficult workplace relationships.

Research indicates that demanding, controlling and high conflict people are an increasing problem in the workplace. Leaders are confronted with managing disruptive and even extreme behaviours that undermine team function, morale and productivity.

How to Deal with Difficult and Demanding People in the Workplace provides practical tools, a refreshing approach and the skills to confidently reduce

tensions and conflicts with high-conflict employees- the ones that nothing seems to work with.

This program offers your Managers and Team Leaders a proven system of practical strategies and skills they need to identify and manage difficult and demanding people and make an immediate, positive difference in your workplace.



# How to Deal with Difficult and Demanding People at Work

Poor management of employees with challenging behaviours and related workplace tensions can result in three key negative outcomes:

1. Low team moral and reduced job performance (diminishing productivity)
2. Increased absenteeism and staff turn-over (Increases in costs for the business)
3. Loss of high performing staff and their workplace knowledge (decrease in profits)

Highly effective leaders need to recognise, proactively respond to, and effectively manage high-conflict employees. The employees where conflicts escalate and emotions can run high. Leaders need practical strategies to help staff manage work relationships and team wellbeing in tense situations. You will learn how to:

## Regain Control

- By using a strategic framework for spotting and understanding difficult personalities
- Proactively manage difficult behaviours through targeted communication process
- 3 easy to apply strategies to remain calm and solution-focused in tense or confrontational situations.

## Reduce Conflicts

- Confidently engage, manage the relationship and defuse conflict situations
- End serial complaints and grievances through effective negotiation and strategies to resolve issues
- Respond effectively to unreasonable and extreme behaviours, including personal attacks, hostile email and social media use.

## Remain Resilient

- Learn how to keep your own emotions out of the conflict
- Keep the conversation focused on personal accountability and future outcomes
- Mindfulness and self-care strategies that really work
- Provide a coaching role to support team members to also be proactive conflict resolvers

**This workshop can be delivered in a variety of formats for your convenience:**

- 90 minute interactive presentation
- Half-day workshop
- Full-day workshop.

**For further details or to book please contact Elizabeth Williamson**

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*“When it comes to thought leadership on how to turn conflict into creative opportunities that will build better relationships, your first point of call ought to be Elizabeth Williamson. Elizabeth is an engaging presenter with deep and evidence-based knowledge, mixed with well-placed humour.”*

David Penglase, Hall of Fame Speaker, author of Intentionomics



## About Elizabeth Williamson

**Nationally Accredited Mediator, MSocSc Counselling, BASW**

Elizabeth Williamson is the Founder and Principal of Elizabeth Williamson Solutions, providing excellence in conflict resolution skills coaching, training and consulting. Elizabeth Williamson has over 30 years' experience in conflict resolution. She is an accredited mediator, who has worked with large corporations, finance industry, government, SMEs and NGOs.