

DEALING WITH DIFFICULT PEOPLE CERTIFICATION

As per International Standards



UNICHROME

Unichrone Training **Advantages**

- ✓ 1 Day Interactive Instructor –led Online/Classroom or Group Training
- ✓ Course study materials designed by subject matter experts
- ✓ Mock Tests to prepare in a best way
- ✓ Highly qualified, expert & accredited trainers with vast experience
- ✓ Enrich with Industry best practices and case studies and present trends
- ✓ Dealing with Difficult People Training Course adhered with International Standards
- ✓ End-to-end support via phone, mail, and chat
- ✓ Convenient Weekday/weekend Dealing with Difficult People Training Course schedule



About Unichrone

✓ We are a professional training institute with an extensive portfolio of professional certification courses. Our training programs are meant for those who want to expand their horizons by acquiring professional certifications across the spectrum. We train small- and medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.



Guaranteed Quality



Handpicked Trainers



Global Presence



Online Training Option

We've trained professionals across global companies

Importance of Dealing with Difficult People Training

- ✓ Dealing with Difficult People Training Certificate showcases professionals' comprehensive skill set in managing challenging interactions effectively. It shows that candidates can effectively communicate, comprehend challenging behavior, and resolve conflicts. These essential traits boost their potential for success in the workplace and interpersonal relationships. The certificate shows that candidates are capable of managing stressful situations. This set them apart from their peers, leading to promotions, higher salaries, and more significant responsibilities.
- ✓ Through Dealing with Difficult People Training, participants are able to learn concepts when dealing with difficult people. The program covers issues such as understanding people and their profiles, as well as the causes of acting out. It is done through use of different methods like interpersonal communication exercises, case scenarios, professional communication skills, active listening, assertiveness, and conflict management. The curriculum focuses on imposing limits, expectations, and understanding to create better and healthier interactions.

ELIGIBILITY CRITERIA

- ✓ Aspirants need not meet any requirements to pursue Dealing with Difficult People Training Course. However, having prior knowledge is beneficial.

WHO SHOULD ATTEND

- ✓ Any individual who wants to gain skills to understand people management can enroll in the Dealing with Difficult People Training course.

DEALING WITH DIFFICULT PEOPLE CERTIFICATION ADVANTAGES



CERTIFIES
YOUR TALENT



HELPS
BUILDING
VALUES



GLOBAL
RECOGNITION



PERFECT
EXECUTION



BUILDS
CUSTOMER
LOYALTY



MORE
EMPLOYABILITY
OPTIONS

Syllabus of Dealing with Difficult People Training

Lesson 01 – Introduction to Dealing with Difficult People

1.	What is Conflict?
2.	Types of Conflict Events
3.	What are Difficult People?
4.	Types of Difficult People
5.	Methods of Dealing with Conflict

Lesson 02 – Skills Needed in Conflict Resolution

1.	How to Implement Conflict Resolution Methods
2.	Behaviors Needed for Conflict Resolution
3.	Conflict Resolution Approaches – Win/Win Vs Compromise
4.	Responses to Conflict
5.	Converting Conflict Into Opportunity

Syllabus of Dealing with Difficult People Training

Lesson 03 – Assertive Behavior with Difficult People

1.	Assertive Behavior
2.	Non-assertive Behavior
3.	Aggressive Behavior
4.	Benefits of Being Assertive
5.	Working Towards Solving the Problem, not Attacking the Person
6.	Assertive in Different Types of Conflict Situations
7.	Why Conflict Arises?

Lesson 04 – Effective Communication Techniques

1.	Non-verbal Communication
2.	Listening is Key
3.	Tips for Approaching and Communicating with Difficult People

Exam Format of Dealing with Difficult People Certification

Examination Format	
Exam Name	Dealing with Difficult People Exam
Exam Format	Multiple Choice
Total Questions & Duration	30 Questions, 1 Hour
Passing Score	Minimum passing score of 70%
Exam Cost	Included in training fee

To get you fully prepared with the knowledge and skills for Dealing with Difficult People, a training session at Unichrome gives immense importance to mock questions at the end of every module and problem-solving exercises within the session. Prepared by certified faculty, the practice tests are a true simulation of the Dealing with Difficult People exam.

Contact Us

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<https://unichrone.com/>

