

# Dealing with Challenging People Interaction

By Jessica Soo



## Introduction

Good communication and interpersonal skills are essential in every job you do. In our everyday interactions, we may come across customers or colleagues whom we have difficulty interacting with. This practical and comprehensive program will help you develop better communication and interpersonal skills. It will equip you with the ability to read different people and use the right techniques to deal with them.

Participants will also learn how to manage their own emotions when in a difficult situation as well as learn conflict management techniques. A highly interactive method will be employed to keep the workshop relevant and useful for participants.

## Learning Objectives

On completing this program, participants will be able to:

- Identify their personal strengths and weaknesses in communicating with others
- Identify and deal effectively with difficult personalities
- Learn how to turn a situation into a win-win scenario
- Identify potential roadblocks when dealing with people
- Employ approaches to improve communicating with difficult people
- Interact with people through effective communication skill sets and interpersonal skills
- Learn how to identify emotional triggers in people
- Understand the conflict management process

## Course Outline

### INTRODUCTION

- People oriented goals and strategies
- The importance of maintaining good and healthy relationships
- The fundamentals of interpersonal and relational skills
- Individual Interpersonal skills and temperament assessment
- Personal communication barriers assessment and analysis
- Defining styles and approaches to managing others

### DEFINING AND RECOGNISING DIFFICULT PEOPLE

- Identifying and understanding difficult people
- Key examples of difficult people
- Why are some people difficult
- Perceptions versus reality
- Identifying primary and secondary conflict stages

### COPING WITH DIFFICULT PEOPLE

- Strategies for relating and dealing with the difficult person
- Translating pains to lessons
- Language patterns for handling difficult people
- The basic principles of handling difficult people
- Using DISC to resolve and manage conflicts
- Understanding the power body language in conflict resolution

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## RESOLVING THE SITUATION

- Understanding the resolution process
- Softening the groundwork
- The role of mediation
- The 5 steps to managing and resolving difficult situations
- Preparing the ground for future interactions
- The win-win psychology
- Personal action plans

## ABOUT THE TRAINER

Jessica Joanne Soo is an inspiring and exceptionally talented trainer. A Certified Professional Trainer, she holds an Advanced Certificate in Training & Assessment (ACTA) and is committed to delivering excellence, empowering lives and motivating her learners to achieve their fullest potential.

A former in-house Fashion Trainer with Charles & Keith Group of companies, she has designed and effectively delivered dozens of fashion-specific, retail centric training programs for both local and regional markets to equip the frontline sales staff, backend executives and managers in communicating more effectively with diverse groups of clients, stakeholders and business partners.

She possesses vast experience in Fashion Styling and Image Management, Customer Service Excellence, Effective Communication Skills and delivers other programmes in Train the Trainer (TTT), On-the-Job Training (OJT), Teambuilding, Coaching & Mentoring as well as Corporate Presentation Skills. In essence, she facilitates with insightful moments and inspires personal confidence in her learners. Some of the companies she has facilitated trainings include:

- Luxury Ventures Pte Ltd (The Valiram Group)
- Mandarin Orchard Singapore
- Procter & Gamble Asia Pte Ltd (P&G)
- Singapore National Library Board

Her past working portfolio also includes holding senior Human Resource positions and providing consultancy services for companies that are amongst some of the renowned organizations such as Sincere Watch Limited and Bulgari South Asian Operations Pte Ltd.

Jessica holds the Certification in Apparel Design and Merchandising and brings with her more than 15 years of experience in retail specifically in human development, training and consultancy.