

DEALING WITH DIFFICULT PEOPLE

A 2 Day Hands-On TMS Experience
Delivered in Live or Live Virtual Classrooms!

Course Description:

One of the key elements of performance-based management in government is the ability to get results through other people. This practical, skills-oriented program provides insights into human behavior at work, improves communication skills so people respond positively, and enhances the motivational tools associated with top performance. Participative leadership concepts are integrated into current issues such as working with the problem employee, gaining buy-in for change, conflict resolution skills, and holding effective meetings. Communication models emphasizing personal understanding and consensus agreements are used along with exercises and simulations for integrative learning.

Learning Objectives & Topics Covered in this Workshop:

- Understand personality styles and their impact on people
- Anticipate and avoid communication games—a language audit
- Avoiding communication breakdowns—causes and solutions
- Identify reasons good people act irrationally getting back on track
- Planning for personal engagement—effective techniques
- Develop strategies for turning unpleasant conversations into constructive interaction
- Environmental factors that create behavior problems
- Develop solutions that work for all sides

Audience: This workshop is designed for government managers and leaders.

Toolkits:

Receive a **Student Handbook** and **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 15.0

CEU Credits: 1.3

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Communications and Marketing

Delivery Method: Group Live – Live Virtual Classroom



The TMS Philosophy and Approach

1 Quality Training

Interactive training that focuses on the **latest trends** in the government workforce utilizing instructional techniques based upon **innovative** adult learning practices delivered by certified, experienced, world-recognized and award-winning instructors.

2 Dynamic Instruction

You will find an **engaging environment** where attendees will build upon their professional habits, techniques, and skill sets through a series of **practical, participant-focused exercises** led by an energetic instructor who has over two decades of government and subject-related experience.

3 Personalized Learning

We tailor the classroom objectives to the participant's **personal goals, professional goals,** and the organization's mission.

4 Ongoing Support

Attendees receive an **online toolkit** with checklists, guidelines, & many more resources to enable participants to take their new skills and tools they learned in-class & apply them in their workplace.

5 OPM ECQ-Focused

Each TMS course is developed based on OPM's **Executive Core Qualifications**; this means each TMS course is designed to not only address the core competencies in a government culture, but we provide the skills needed and **results-driven** objectives to immediately influence performance, and professional development.

ANY training can be delivered VIRTUALLY and IN-PERSON!

Student Feedback from FY20:

"I would say this has been the most outstanding training I can recall in over 30 years of civil service."

"One of the BEST courses on leadership principles I've taken ... Really enjoyed it."

"I've never done a virtual class like this - I was very impressed ..."

INTERACTIVE CLASSROOMS



Classroom time is spent on group discussion, case study review, & small group exercises; **NOT POWERPOINT PRESENTATION.**