

# DEALING WITH OTHERS

## COM001

### COURSE DESCRIPTION

The reason 90% of people fail in life is a failure to deal successfully with people. All of us are different. Your idea of success may be different from mine. But there is one big factor which all of us must learn to deal with if we are to be successful and happy. The one common denominator to all success and happiness is other people. Skill with people is the one essential ingredient for success and happiness at home and in business. "The Art of Dealing with others" gives you the skills to take your people skills to a level that you never thought possible. This five-day course will show you how to achieve your goals, handle the human ego become a master conversationalist, make others feel good about themselves, and much more.

### COURSE GOAL

To enhance the participants' knowledge, skills, and abilities necessary to successfully deal with other people in order to take your people skills to a level that you never thought possible.

### COURSE OBJECTIVES

By the end of this course, participant will be able to

- List the benefits of effectively dealing with difficult people.
- Understand and identify different behavioral styles and adapt as necessary.
- Apply techniques for dealing with difficult people.
- Deliver constructive feedback.
- Develop an action plan to improve your relationships with others.
- Compare one-way versus two-way communication and analyze the verbal and non-verbal components of the communication process.
- Identify his personal listening styles and cite different approaches to improve his listening skills.
- Role-play different personality types and identifies effective ways to deal with them.

### WHO SHOULD ATTEND

Those who want to improve their communication skills, analysts, customer service and support personnel, and managers.

### COURSE DURATION

5 Working Days

## COURSE OUTLINES

1. **Good Manager, Bad Manager - What do you want to be?**
  - What can sabotage achieving success in a supervisory role.
  - Techniques for gaining the respect of former coworkers and setting appropriate boundaries.
2. **Perception and human behavior**
  - The significance of perception in human relationship.
  - The process of dealing with others.
3. **Building personal credibility - Understanding different communication styles.**
  - Communication and interpersonal skills:
    - Importance.
    - Elements.
    - Methods.
    - Obstacles.
  - How to recognize your communication ability.
  - How to adjust and coach for better communication.
4. **The process of verbal communication.**
  - Definitions and barriers.
  - Verbal and non-verbal behavior.
  - One-way versus two-way communication.
5. **The importance of listening.**
  - Listening versus hearing.
  - The listening process.
  - Types of listening.
  - Ten tips to improve listening skills.
6. **Dealing with different personalities: Dealing with the challenging.**
  - Ways to cultivate relationship and resolve conflict.
  - Identify the types of difficult people.
  - Understand why difficult people are difficult.
  - Deal with difficult people.

- Use your communication skills to:
  - Control your behavior.
  - Select appropriate ways of behaving.
  - Influence others behavior.
- Give and receive feedback effectively.
- Improve performance and manage others.
- Carry out disciplinary procedures and interviews.
- Action plan of how to deal effectively with difficult people and get results.

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