



IOL (UK) Limited & Northgate Training
EXERCISES, GAMES & SIMULATIONS FOR MANAGEMENT DEVELOPMENT



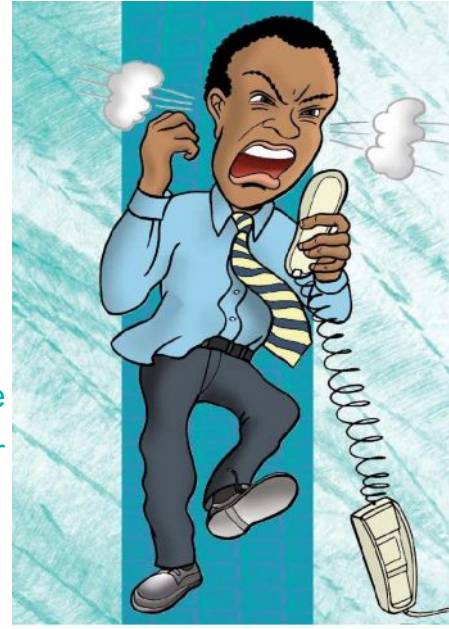
Coping with Difficult People

Top-blowers, know-alls, doom-laden pessimists, snipers, procrastinators, complainers! Just some of the personality types that can be difficult to work with and who prevent others from doing their jobs satisfactorily.

But this activity provides a practical way forward! From the bullying boss to the whinging moaner this interactive training exercise raises awareness and suggests coping strategies designed to bring out the best in 'difficult' personalities and in turn help others to perform better in their own jobs.

Timing	1 hour
Numbers	for two groups (of up to six participants per group)
Price	£295 plus delivery and VAT

•• ALL Northgate activities are **LICENCE-FREE** so you can use them over and over again!



Key Benefits

- To create awareness about the different types of 'problem people' at work. Every organisation has them!
- To discuss possible coping strategies
- To encourage a greater understanding of management's role in dealing with difficult people
- To empower staff to confront issues where necessary and deal with unreasonable members of staff who are affecting efficiency and harmony at work

This easy-to-run training activity looks at concrete examples and situations that promote lively group debate. It is the perfect platform for ideas, opinions, coping strategies and individual experiences to be aired and shared - towards developing better strategies for coping with 'tricky' colleagues and customers. What *makes* a person 'difficult' in the first place? What are the different *types*? What is the mature and objective way to *approach* the problems? Since most people are a mix of personalities, how can we all make an objective analysis of our own behaviours?

Used as part of any management development or interpersonal skills programme, this activity ensures that participants have an opportunity to understand fully the benefits of working with difficult people, rather than against them.

Coping with Difficult People

What happens?

Teams use a dice to select a card from three card piles laid out on a board. There are three types of cards:

1. Yes/No cards

Each card gives either a **real case situation** from work or results from surveys about awkward employees. Teams decide if they agree with the suggested approaches.

2. Group Task cards

These cards contain the description of the different **types** of difficult person such as negativist, know-all, selfish people, bullies etc. Teams answer a number of questions about these 'types' and collate their responses.

3. Agree/Disagree cards

These offer participants the opportunity to discuss some typical **situations** at work and decide whether they agree or disagree with the proposed solutions.

Groups discuss each card in detail, reach a consensus and record their decisions on the **Group Form**. By putting the cards for both teams in the **same** order before the start you can ensure that each team deals with more or less the same issues – which makes the Debrief all the more effective - and easier to control.

At the end of the session (either when time runs out, or teams have worked through all the cards) a Debrief consolidates the learning by contrasting and comparing the responses of the two teams.

Full answers for all the cards and guidance on how to conduct the Debrief are given in the Trainer's Notes that accompany the pack.

What to Do

1. Introduce the session (option to use the **PowerPoint** in the pack).
2. Divide participants into two groups and allocate **team materials**.
3. When ready, place the three sub-sets of **cards** face down on each of the two boards and let groups begin.
4. Allow teams 40-50 minutes to work through the cards (**Yes/No**, **Group Task** and **Agree/Disagree** cards) and debate the issues that are raised.
5. Starting with the Yes/No cards discuss each decision they have made for each of the 30 cards. Use the commentary in the **Trainer's Notes** for guidance.
6. Encourage a **wider discussion** on the implications of difficult people and their impact on the organisation and how they can be overcome.

Coping with Difficult People Trainer's Comments

"In our work lives we are often confronted with individuals that we label 'difficult'. This brilliant, non-threatening activity raises the issue of how we can best handle them.

A very worthwhile exercise."

Z. Lane, Training Consultant

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plus delivery & VAT

To ORDER, please contact

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