



TYLOS

تايلوس للتنمية البشرية
human development

DEALING WITH DIFFICULT PEOPLE

COURSE OUTLINE

Overview: Why choose this course?

Did you ever think of leaving your job because of your unreasonable boss? Inhumane treatment from your colleagues, Difficulty of facing issues from unsatisfied clients? These are example questions that come right in our mind once we encounter difficult people. This course is designed to better understand different behavior of people. Aiming to give an accurate solution to handle things out and clear vision of improvements.

Learning Outcomes:

Projecting a friendly atmosphere regardless of the situation.

Remaining calm and collected in order to control the flow of the conversation to reach a satisfactory conclusion.

Absorbing anger and frustration (if any) in a manner that implies empathy and understanding of the problem at hand.

Who should attend?

It is intended to cater for those who are new to the discipline of understanding peoples' behavior, or to those who are already working in any related field.

Also this course is for everyone.

This course is intended to those individual who's aiming to have skills and knowledge how to handle difficult people and issues that they're facing in workplace.

Training Tools and Methodology:

Training Aids and Materials
Powerpoint/ Videos
Assessments/ Lectures

Teaching Language:

Arabic/English

Duration:

20 hrs.

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