

# How Not to Throttle Difficult Colleagues

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Presenter: Dr. Anna James

This course will provide you with practical strategies for dealing with difficult colleagues. The course will help you identify the signs of a difficult character and provide a positive approach to dealing with conflict. Participants will also have the opportunity to test their own working style and understand why people behave in the way they do. By the end of this session participants should feel more like communicating and less like throttling!

## Part 1

**9.30-10.45**

- Welcome
- What makes humans tick?
  - ✓ Why are some people difficult?
  - ✓ Understanding why we work the way we do

**Break: 10.45-11.00**

## Part 2

**11.00-12.30**

- What to do when faced with:
  - ✓ The know-all who is never wrong
  - ✓ The negativist and moody brigade
  - ✓ The blamer
  - ✓ The person who wants you to do all their work
- Question and answer session
- Evaluations