



Master Performance.
Realize Results.

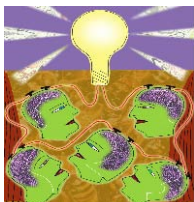


GMP Mastery™ Coaching Workshop Description

The Fourth Commitment of Mastery: “***We must be Careful and Compliant!***” requires all managers to be able to deal with and confront difficult practices and people.

Dealing with Difficult People and Practices starts a conversation about anticipating problem people and practices, stopping trouble from escalating, and helping awkward staff to become fully contributing members of the team. This workshop also discusses dealing with difficult people and unproductive or noncompliant practices successfully by developing vital observation and communication skills, avoiding confrontation, working for cooperation, and resolving conflict.

You will be challenged to evaluate your effectiveness in dealing with difficult people and practices, and develop a specific and customized action plan for applying the workshop critical thinking and practice points to your organization.



Dealing with Difficult Practices and People

Workshop Critical Thinking and Practice Points

Understanding Difficult People

- Identifying Difficult People
- Knowing How People are Different
- Thinking about People's Motivation
- Understanding the Dynamics
- Observing Difficult People

Assessing Your Options

- Planning to Overcome Problems
- Avoiding Confrontation
- Being Assertive
- Helping Difficult People Through Change
- Knowing When to Stop

Working for Cooperation

- Preparing for Cooperation
- Preparing for Difficult Situations
- Handling Poor Performance
- Questioning & Listening
- Exploring Solutions
- Negotiation Solutions

Dealing With Conflict

- Managing your Own Responses
- Setting Ground Rules
- Working Through Conflict
- Using Mediation
- Learning for the Next Time