

INTERPERSONAL SKILLS AND SELF DEVELOPMENT | ISSD-010

Handling Difficult People and Conversations

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Course content

Why Attend

Every professional faces difficult people and conversations: angry customers, uncooperative colleagues, demanding managers or sensitive issues. Handling them well protects relationships and outcomes.

This Aractech course covers understanding difficult behaviour, managing your own reactions, preparing for difficult conversations, structured conversation models, de-escalation, assertive responses, dealing with specific behaviour types and follow-up. Participants practise realistic scenarios.

Course Methodology

- Role plays
- Case scenarios
- Practical models
- Feedback
- Group discussions

Course Objectives

- Understand causes of difficult behaviour
- Manage your own emotional reactions
- Prepare for difficult conversations
- Use structured conversation models
- De-escalate tense situations
- Agree actions and follow up

Target Audience

- Managers and team leaders
- Customer service staff

Course content

- HR professionals
- Project managers

Course outline

Detailed course outline

Day-by-day outline for Handling Difficult People and Conversations.

Day 1 - Understanding Difficult Behaviour

- 09:00-09:45 | Why people behave difficultly
- 09:45-10:30 | Triggers
- 10:30-11:00 | Behaviour types
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Behaviour types (continued)
- 11:45-12:30 | Perspective-taking
- 12:30-14:00 | Exercise: Scenario analysis

Day 2 - Managing Yourself

- 09:00-09:45 | Emotional reactions
- 09:45-10:30 | Staying calm
- 10:30-11:00 | Mindset
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Mindset (continued)
- 11:45-12:30 | Preparation
- 12:30-14:00 | Practice: Calming techniques

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Day 3 - Conversation Models

- 09:00-09:45 | Structured models
- 09:45-10:30 | Opening the conversation
- 10:30-11:00 | Listening
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Listening (continued)
- 11:45-12:30 | Problem-solving
- 12:30-14:00 | Role play: Difficult colleague

Day 4 - De-escalation

- 09:00-09:45 | De-escalation techniques
- 09:45-10:30 | Angry customers
- 10:30-11:00 | Assertive responses
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Assertive responses (continued)
- 11:45-12:30 | Boundaries
- 12:30-14:00 | Role play: Angry customer

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Day 5 - Follow-up

- 09:00-09:54 | Agreeing actions
- 09:54-10:48 | Documentation
- 10:48-11:00 | Escalation
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Escalation (continued)
- 12:12-13:06 | Rebuilding relationships
- 13:06-14:00 | Capstone: Conversation plan

Seminar dates

Available seminar dates

Live dates and pricing for Handling Difficult People and Conversations generated from the course details page.

Date	Location	Format	Fee
16 - 20 November 2026	Munich	Classroom	€3,225
7 - 11 December 2026	Amsterdam	Classroom	€2,830
21 - 25 December 2026	Istanbul	Classroom	€1,978
18 - 22 January 2027	London	Classroom	€2,315
15 - 19 February 2027	Barcelona	Classroom	€2,815
15 - 19 March 2027	Istanbul	Classroom	€1,978
19 - 23 April 2027	Amsterdam	Classroom	€2,830
17 - 21 May 2027	Paris	Classroom	€3,825
21 - 25 June 2027	Barcelona	Classroom	€2,815
19 - 23 July 2027	London	Classroom	€2,315

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