

# Course : Managing difficult personalities in your team

Practical course - 2d - 14h00 - Ref. PER

Price : 1650 CHF E.T.

★★★★☆ 4,4 / 5

BEST

Difficult personalities in a team are an obstacle to teamwork. Managers must learn to channel them. This course will enable you to perfect your communication skills and choose the best relational posture to re-establish dialogue for effective collaboration.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Building self-esteem
- ✓ Adapt your communication to your audience
- ✓ Conducting refocusing interviews
- ✓ Asserting yourself with difficult colleagues
- ✓ Managing conflict situations

## Intended audience

Team managers.

## Prerequisites

No special knowledge required.

## Practical details

### Hands-on work

Individual and group role-playing and debriefing, individual reflection on strengths and potential.

## Course schedule

### PARTICIPANTS

Team managers.

### PREREQUISITES

No special knowledge required.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## 1 Understanding why someone becomes difficult

- Identify behaviors.
- Impact on labor relations.
- Assertiveness: a winning technique?

### Hands-on work

Collective exchange.

## 2 Building self-esteem and assertiveness

- Identify the three resources needed for self-esteem and assertiveness.
- Identify strengths and areas for development.
- Understand your own frame of reference.
- Distinguish between the six logical levels.

### Hands-on work

Interview with an employee using the three levels of communication. Work in pairs with feedback.

## 3 Build a state of invulnerability and "[non-insulnerability]".

- Avoid hasty judgments, criticism, blame and insults.
- Positivize: use criticism constructively.
- Avoid a defensive posture: stop personalizing attacks or criticisms.
- Build and anchor a state of invulnerability.

### Hands-on work

Resist the verbal and aggressive onslaught of your interlocutor.

## 4 Calibrate your communication to your audience

- Different types of difficult personalities.
- Adapt your level of communication.
- Oppressor/oppressed relationship.
- Better manage stress.

### Hands-on work

Interview scenarios to adjust your communication style and debriefing.

## 5 Managing difficult employees

- Action levers: desynchronization, questioning relevance, humor and jokes, taking into account...
- Distinguish their states of stress and how to defuse or divert them?
- Positioning yourself and creating a healthy work environment.

### Hands-on work

Motivational interview exercises and debriefing.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

## 6 Conducting refocusing interviews

- The interview with facts and without facts.
- Saying what's wrong without demotivating.
- Give feedback during the interview.
- Involve the employee in the search for a solution.

### Hands-on work

Interview preparation and simulation with filmed role-playing.

## 7 Overcoming conflict situations

- Identify root causes.
- Understand the sources of conflict, position yourself and communicate accordingly.

### Hands-on work

Role-playing relational conflicts to find your managerial posture.

## Dates and locations

### REMOTE CLASS

2026 : 21 May, 9 July, 17 Sep., 26 Nov.