

# Power Skills

**Workshop Title:** Engaging Difficult People

**Modalities:**

- Instructor Led Training
- Virtual Instructor Led Training

**Duration:** 1-Day

**Professional Development Units:** 7

## Abstract

This workshop equips professionals with the skills to become effective change leaders. To support practical application, real-world change scenarios are applied to a five-phase methodology for strategically and tactically navigating change and its organizational implications. Participants learn how to assess the impacts of planned changes on stakeholder communities, including techniques to guide and coach affected professional communities through change impacts. Attendees gain the tools to manage the “human side” of change, ensuring more successful transitions and organizational resiliency.

## Learning Outcomes

### Identify Root Causes of Conflict

Explore the common, underlying factors that contribute to challenging interactions.

### Apply Effective Conflict Management Strategies

Learn proven techniques to navigate difficult conversations while maintaining professionalism and respect.

### Set Healthy Boundaries and Model Positive Behaviors

Learn how to set clear boundaries and communication to influence positive outcomes.

### Practice Empathy and Solution-Focused Thinking

Develop the ability to view situations from multiple perspectives and prioritize problem-solving over winning interactions.

### Communicate with Composure

Strengthen emotional intelligence skills to build both the mindset and to find the words to promote a calm and confident mindset during high-stress or emotionally charged situations.

### Leverage Preparation for Better Outcomes

Understand the importance of thoughtful preparation in managing difficult interactions.