

Handling Difficult People

May 29 – 30, 2025 **Venue: PIM, Karachi** **Rs. 31,000/=**

May 19 – 20, 2025 **Venue: PIM, Lahore.** **Rs. 31,000/=**

Feb 17 – 18, 2025 **Venue: PIM, Islamabad.** **Rs. 31,000/=**

Note: The Fee is Exclusive of GST.

Course Description

Do you have to deal with rude, aggressive, emotional or know- it -all people kind of behaviors?
Do you come home from work agitated to have to deal with difficult people all day?

The aim of this training is to provide individuals with the skills and strategies to enable them to address difficult behavior, in the workplace at home and in customer service environments. The course provides delegates with the opportunity to work within their own work situation, where they want to handle the bad behavior more effectively.

LEARNING OUTCOMES

- To recognize six difficult behaviors
- To recognize your own style of handling
- To learn to handle each set of behavior effectively
- To be able to Build healthy, happy dynamics when relating to others
- To equip participants with some effective practiced strategies for achieving a more successful outcome

WHO MUST ATTEND?

- Human resource managers
- Team leaders
- Retail managers
- Educators
- Consultants
- Customer service representatives
- Negotiators

COURSE CONTENTS:

- Definition of difficult behavior
- Identifying difficult behaviors
- 6 Types of people who are difficult
- Your own behavior style
- Techniques strategies and models to handle the behaviors

FOR DETAILS AND REGISTRATION

PIM, Karachi: Management House, Shakra-e-Iran, Clifton, Karachi 75600

Voice Dir: (+9221) 9925 1718, 9925 1680, E-Mail: program@pim.com.pk

PIM, Lahore: Management House, 70-B/2, Gulberg III, Lahore 54600.

Voice Dir: (+9242) 9926 3137

Mobile: 0300-8840880, 0332-4353820 E-Mail: pimlhe@pim.com.pk

PIM, Islamabad: Plot No. 12-K, Sitara Market, Sector G-7 Markaz, Islamabad

Voice Dir: (+9251) 9252651 -2, E-Mail: pimisb@pim.com.pk