



## Skills and strategies for working with 'Difficult People'.

**Identifying and learning techniques to manage difficult people and to understand and manage your own reactions.**

Participants will learn what is a difficult person, and the categories that clearly describes most difficult people: 'hostile,' complainer' etc., an explanation that sheds light on the motivations for their unwanted behaviours will be provided for each type.

Participants will then learn not just how to cope with them, but specific techniques for managing their behaviour and effectively reducing their disturbing interactions. Workshop participants will also have an opportunity to explore their typical reactions to difficult people and discover ways to manage their emotional responses.

Role-plays and demonstrations will be used to enhance learning for each type of person, and there will be opportunities to discuss the applications of the material to practical solutions

### Learning objectives of this training:

1. Identify the various types of difficult people.
2. Understand some of the underlying dynamics that motivates them.
3. Specific techniques to achieve better outcomes with difficult people.
4. Comprehend your own emotional and behavioural responses and evolve better responses.



**Ari Badaines**, Ph.D. is a clinical psychologist who trained in the United States. In 1980 he obtained a post-doctoral fellowship with the National Institute of Mental Health in Washington, DC where he studied Group Therapy, Family and Couple Therapy. Later, he undertook further training at the Institute for Family Therapy in London and completed his certification requirements to be a psychodramatist.

In the 1980's he undertook training in Gestalt Therapy and from 1985 to the present he has been a member of the faculty of various psychodrama and Gestalt therapy training institutes. He also runs experiential and training groups in the USA, UK, Europe, and Sydney each year. In addition, Ari has presented Dealing with Difficult People for government agencies, the corporate world, sales and service industry, and advertising agencies.

Ari has been a consultant to numerous organisations including Relate in the UK, Richmond Fellowship and Youth-in-Search in Australia. He has taught at various universities in the USA, UK, and Australia. He is renowned as an engaging and popular presenter for PDP and for several European organisations. He has been in private practice for over 45 years, and has led workshops in over twenty countries on group therapy, couple and family therapy, and a variety of trainings on individual therapy including Gestalt therapy, Psychodrama, Solution-focused brief therapy, and Action-Methods.

**This training may qualify for Focussed Psychological Strategies (FPS) CPD. Please refer to the Dept. of Health <http://www.health.gov.au/internet/main/publishing.nsf/content/mental-ba-focus#cpd> for more information.**

**View our range of training topics at [www.PDPseminars.com.au](http://www.PDPseminars.com.au) to choose from our in-house listings or have one of our calendar events conveniently delivered at your workplace.**



**ACA:** Members can accrue 12 CPD points.

**AASW:** Members can accrue 6 CPD hours.

**APS:** Activities do not need to be endorsed by APS. Members can accrue 6 active hours.



**ACWA:** Members can accrue 6 CPD hours.

**PACFA:** Members can accrue 6 CPD hours.

### **Morning Session**

Description of each type and learning what motivates the difficult person and techniques for better management of their behaviour.  
A more comprehensive understanding of the participant's own emotional and behavioural and better ways of coping and responding.

### **Afternoon Session**

Demonstrations and role plays.  
After the role play, there will be discussion about the approach and participants' responses.  
This pattern will be repeated throughout the day for each category of 'difficult person' of which there are ten.  
Evaluation and closing.

***"If your team deal with difficult people in professional, social or personal settings, this training day will provide new perspectives and skills to manage these demanding situations."***

Dr Ari Badaines

### **How will you benefit from attending this training?**

- Gain new perspectives on difficult people and their communication styles.
- Understand some of the motivations of difficult people and how to manage your own reactions to these.
- Take away techniques for effective communication and better outcomes in your interactions.

### **Booking process:**

1. Request a quotation.
2. Agree upon a delivery date.
3. Arrange the 50% booking deposit.
4. Finalise balance of booking fee one month prior to the training.

### **We include:**

- Presenter travel and accommodation costs.
  - Soft copy of all slides, notes and resources and evaluation.
- Individual attendance certificates for all participants.

**Contact our in-house program director 1300 887 622 or [info@PDPseminars.com.au](mailto:info@PDPseminars.com.au) for information, quotation or to have a helpful chat about the needs of your team.**

This seminar has been designed to extend the knowledge and skill of anyone who comes into contact with difficult people through their work or personal life.

### **Here is what people said about Ari's recent training for PDP:**

*"Thank you for one of the most valuable learning opportunities I have ever had! Your passion for what you do is inspiring and I'm grateful for the opportunity to have been part of this training."*

*"Best, most informative workshop so far and just what I needed... Can't wait to put these skills into practice!"*

*"Ari, I loved it - the work... your management and generosity and humour. Thank you!"*

*"Absolutely brilliant (What can I say?!) Thank you so much for the privilege Ari."*

*"I loved the experiential training - please organise more with Ari. I feel he was very much himself and it allows spontaneity and good learning."*

*"This workshop was such a powerful, engaging experience and the skills that I will take from this will be so helpful in my therapy practice. Wonderful, thank you!"*

*"A fascinating workshop. Interactive and experiential, Ari had the ability to keep us engaged and interested and explained in a clear way making sure we 'got it' before moving on. I would recommend Ari's training and will do more with him again."*