How to Handle Personality Clashes in the Workplace

Course Description
Nothing destroys morale faster in a workplace than personality clashes. When two (or more) people can’t get along for whatever reason, it drags down the entire organization. But what can you do? You can’t force people who dislike one another to become friends.

That’s where *How to Handle Personality Clashes in the Workplace* comes in. This one-day training event has the strategies you need to overcome hostility and dislike and create a better, more professional work environment right away.

*How to Handle Personality Clashes in the Workplace* is a fast-paced and effective one-day course that’s exactly what you’ve been looking for. Jam-packed with the strategies you need to overcome personality clashes, this course will help you take your organization from a war zone to a professional workplace in no time.

Who Should Attend?
Anyone who wants to improve workplace relationships will benefit from this program.

Course Objectives
Successful completion of this course will increase participant knowledge and ability to:

1. Define the role that emotions play in the workplace, and learn how to control them.
2. Identify and eliminate the causes of personality conflicts.
3. Hone communication skills to deliver messages that others will understand.
4. Deliver constructive criticism in a way that others will accept.
5. Defuse tense situations and resolve conflicts.
6. Handle difficult people, office politics, and high-stress situations.

Course Benefits
- Spot the root causes of personality clashes.
- Handle attitude problems before they spiral out of control.
- Deliver constructive criticism without hurting feelings.
- Separate personal feelings from professional responsibilities.
- Avoid overreacting and losing control of your emotions.
Program Agenda

Course Methodology
• Facilitative lecture
• Personal assessments
• Individual reflective review
• Direct application
• Interactive group and partner activities
• Group discussion

Defusing the Situation
• Humor: how a joke can sometimes help and sometimes make a situation worse
• How to keep one bad apple from disrupting the effectiveness of the team
• Mediation: who should do it and what to expect
• Initiating frank, open discussions to solve problems

Personality Clashes: The Basics
• Common underlying causes of personality clashes
• The negative impact of personality clashes on workplace morale
• The role of gossip, backbiting, and office politics in employee confrontations
• Different values, backgrounds, and priorities: how these can lead to conflict and how to form a common goal

Overcoming Personal Feelings for the Common Good
• 5 simple steps to banishing hostility
• Stop, listen, think: how to avoid overreacting
• Important dos and don’ts during conflict and confrontation
• Maintaining objectivity: simple strategies with big rewards

Getting to the Root of the Problem: What’s Really Going On
• Identifying sore spots and problem issues in your coworkers
• How to spot issues early and proactively handle attitude problems before they’re out of hand
• Understand why certain employees behave the way they do and not the way you want them to
• Finding a way to separate emotions from the facts of the situation

Maintaining Professionalism: A How-to Guide
• Delivering criticism in a way that doesn’t offend and creates positive change
• Dealing with negative and hostile people without stooping to their level
• Why techniques like pouting, the silent treatment, and other negative responses do more harm than good
• Strategies for delivering difficult things in a nonconfrontational manner

Keeping Emotions in Check — Expert Strategies
• The importance of cooling off and getting control
• Tips for regaining control when you feel yourself losing control of your emotions
• Identifying your emotions and understanding your role in the conflict
• Accepting limitations (both yours and others’) and working to overcome them

Managing the Aftermath and How to Get Back to Normal
• How to follow up once personality clashes have been settled
• Eliminating grudges and how to make sure the conflict is truly over
• Breaking down barriers for a better work environment
• Building and maintaining good relationships with people you have clashed with in the past