

Course Summary:	This course will focus on types of difficult people, communication techniques for difficult people, coping techniques, basic rights and communications, assumptions, and identifying your strengths.
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Performance Objectives:
<p>A) Identify at least six types of difficult people.</p> <p>B) Identify various approaches used to deal with them.</p> <p>C) Identify at least four personal strengths they possess in dealing with people.</p> <p>D) Identify at least four coping techniques that can be used by clients.</p>

Course Outline				
Day	Time Begin (24 Hour)	Time End (24 Hour)	Subject or Topic	Instructional Methodology
1	0800	1000	Introduction and orientation. Types of difficult people.	Lecture Group Discussion
1	1000	1200	Various approaches to deal with difficult people.	Lecture Group Discussion Audio/Video Clip
1	1200	1300	Lunch	
1	1300	1500	Identifying personal strengths to deal with people.	Lecture Group Discussion Audio/Video Clip
1	1500	1700	Coping techniques used by clients. Summary, feedback, and evaluations.	Lecture Group Discussion Evaluation