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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: The Art of Dealing with Others

Code	City	hotel	Start	End	price	Language - Hours
PR-101SA	Jeddah	Hotel Meeting Room	2027-09-26	2027-09-30	9950 SR	En - 25

Course Description

The reason 90% of people fail in life is a failure to deal successfully with people. All of us are different. Your idea of success may be different from mine. But there is one big factor which all of us must learn to deal with if we are to be successful and happy. The one common denominator to all success and happiness is other people. Skill with people is the one essential ingredient for success and happiness at home and in business. "The Art of Dealing With others" gives you the skills to take your people skills to a level that you never thought possible. This five-day course will show you how to achieve your goals, handle the human ego become a master conversationalist, make others feel good about themselves, and much more.

Course Goal

To enhance the participants knowledge, skills, and abilities necessary to successfully deal with other people in order to take your people skills to a level that you never thought possible.

Course Objectives:

- List the benefits of effectively dealing with difficult people.
- Understand and identify different behavioral styles and adapt as necessary.
- Apply techniques for dealing with difficult people.
- Deliver constructive feedback.
- Develop an action plan to improve your relationships with others
- Compare one-way versus two-way communication and analyze the verbal and non-verbal components of the communication process
- Identify his personal listening styles and cite different approaches to improve his listening skills.

- Role-play different personality types and identifies effective ways to deal with them

Who Can Benefit?

Those who want to improve their communication skills, analysts, customer service and support personnel, and managers

Course Outline

Good Manager, Bad Manager - What Do You Want to Be?

- What can sabotage achieving success in a supervisory role.
- Techniques for gaining the respect of former coworkers and setting appropriate boundaries.

Perception and Human Behavior

- The Significance of Perception in human Relationship
- The Process of Dealing with others

Building Personal Credibility - Understanding Different Communication Styles

- Communication and Interpersonal Skills:
  - Importance
  - Elements
  - Methods
  - Obstacles
- How to Recognize your Communication Ability
- How to adjust and coach for better communication

The Process of Verbal Communication

- Definitions and barriers
- Verbal and non-verbal Behavior

- One-way versus two-way Communication

The Importance of Listening

- Listening Versus Hearing
- The Listening Process
- Types of Listening
- Ten Tips to improve Listening Skills

Dealing with Different Personalities: Dealing with the Challenging

- Ways to Cultivate Relationship and Resolve Conflict
- Identify the types of difficult people
- Understand why difficult people are difficult
- Deal with difficult people
- Use your communication skills to:
    - Control your behavior
    - Select appropriate ways of behaving
    - Influence others behavior
- Give and receive feedback effectively
- Improve performance and manage others
- Carry out disciplinary procedures and interviews
- Action plan of how to deal effectively with difficult people and get results

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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