

Working with Difficult People Certificate Program

This online learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented New York State employees. It has been designed for all employees who wish to develop or improve their interpersonal communication skills and ability to work with people who exhibit difficult behaviors. Participants will be required to successfully complete all nine of the following courses and achieve a passing grade of 70% or higher in each course. It is recommended that the courses be completed in the order they are displayed below.

Working with Difficult People: Identifying Difficult People **1 Hour**

This course will provide you with methods to help you recognize the characteristics of some of the most common types of difficult people, better understand their motivations, and begin to deal with them more effectively.

Working with Difficult People: How to Work with Aggressive People **1 Hour**

This course will review the more common behaviors of hostile-aggressive and passive-aggressive people and provide some effective strategies you can use in coping with an aggressor's behavior.

Working with Difficult People: How to Work with Negative People **1 Hour**

This course delves into the characteristics of some common types of negative people you may encounter in the workplace. It also provides strategies you may use to help you deal with their behavior.

Working with Difficult People: How to Work with Procrastinators **1 Hour**

This course discusses the characteristics of some common types of procrastinators you may encounter in the workplace and strategies you may use to help you deal with their behavior.

Working with Difficult People: How to Work with Manipulative People **1 Hour**

This course provides an overview of manipulative behavior in the workplace and discusses some effective strategies for dealing with it, such as setting healthy boundaries, documenting your interactions, and confronting the manipulative person.

Working with Difficult People: How to Work with Self-Serving People **1 Hour**

This course will describe self-serving individuals and characterizes two common types: arrogant people and busybodies. The strategies that you can use in dealing with these self-serving individuals are also covered.

Working with Difficult People: Dealing with Micromanagers

1 Hour

This course introduces you to the micromanager and explains strategies for how to deal with a micromanager appropriately.

The Impact of Situation and Style When Communicating with Diplomacy and Tact

1 Hour

By exploring the impact of environment, relationships, and communication style, this course shows you how to recognize the delicacy of different situations. It also demonstrates how you can adjust or adapt your communication style to ensure you communicate with diplomacy and tact.

Delivering a Difficult Message with Diplomacy and Tact

1 Hour

This course explores the skills needed to help you effectively plan and deliver your difficult message. It helps you learn how to develop and frame your message by examining issues such as careful preparation, wording, and delivery.

Foundational Competencies

Workplace development competencies are job-based skills employees need in order to succeed across a wide variety of occupations. When you complete this certificate, you will have an opportunity to enhance your skills in one or more competency areas. You can learn more about these competencies by visiting the [Workforce Development Competencies page](#). This certificate will assist you in developing the following competencies:



Professionalism and Self-Management



Reading and Locating Information