

Dealing with Difficult People

Learn Tactics for Overcoming the Problem People at Work



Elective Course for the Construction Management Certificate Program (CMC)

A FLEXIBLE PROFESSIONAL DEVELOPMENT PROGRAM DESIGNED FOR FIELD AND OFFICE LEADERS IN THE CONSTRUCTION INDUSTRY

COURSE OVERVIEW

Whether on a jobsite or in the office, dealing with difficult people is an inevitable part of professional life. These challenges can arise from differences in opinion, work approach, or even personality clashes. Left unaddressed, such conflicts can lead to frustration, hinder team performance, and in some cases, create a hostile work environment. Learning to manage these interactions productively is essential to ensuring that teams operate effectively and achieve their full potential.

Difficult people will always be a reality in the workplace, but recognizing and addressing conflict is critical for achieving business results. Strong communication between individuals of varying experience levels and backgrounds is key to fostering both personal and professional growth.

In this course, participants will explore the underlying reasons why people may become difficult and learn practical strategies for addressing these behaviors. Through focused techniques, learners will discover how to understand the root causes of conflict, foster collaboration toward mutual goals, and use communication tools to diffuse tension and build trust. Additionally, participants will assess their own communication style and learn how to adapt it to work more effectively with colleagues in both professional and personal settings.

LEARNING OBJECTIVES

- Identify your natural communication style and how you respond to difficult interactions.
- Use project management tools to effectively explain differing viewpoints.
- Recognize difficult behaviors and assess the underlying issues hindering open communication.
- Model a communication style that fosters respect and drives positive results for both individuals and the project.
- Apply strategies to encourage collaboration and accountability within teams.

COURSE DETAILS & REGISTRATION INFORMATION

Date: Friday, March 12, 2027
Time: 8:00 a.m. – 12:00 p.m.
Cost: \$200 (Breakfast Included)
Instructor: Michael J. Soller P.E. CPC, DBIA

This course can be taken as a stand-alone or as part of the CAF Construction Management Certificate (CMC) Program

Location: Construction Advancement Foundation
6050 Southport Road, Suite A
Portage, IN 46368

Register Online by: March 10, 2027
<https://cafwin.org/register>
or Call the CAF at 219-764-2883