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Category:
People Management

No. of Modules:
08

No. of Parts:
08

No. of Quizzes:
08

HANDLING DIFFICULT PEOPLE

Wajahat Abbass



INSTRUCTOR'S PROFILE



Wajahat Abbas

Wajahat Abbas embarked on a transformative journey with Learning Pitch, driven by a visionary goal to reshape Pakistan's education sector using technology. Departing from a distinguished tenure at Microsoft in September 2017, his mission revolves around promoting Quality Education, Accessibility, and Affordability. Under his leadership, Learning Pitch has launched impactful initiatives like TSBEducation.com for CA/ACCA/ICMA students, MyInterAcademy.com serving Intermediate students in Sindh and Punjab, and Ecademus.com, a STEM-focused platform for grades 6 to 8. Each platform is meticulously crafted to elevate educational outcomes while ensuring inclusivity and affordability.

With over 17 years of prior experience across Pakistan, the Middle East, and East Africa, including roles at Emirates Airlines and Microsoft, Wajahat brings extensive expertise to lead Pakistan's EdTech revolution.

WHO SHOULD GET ACCESS TO THE COURSE ?

By fostering a culture of ongoing learning, this course helps professionals stay competitive, adapt to changes, and thrive in their careers.



Corporate Employees



HR Teams



Consultants



Project Managers

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COURSE DESCRIPTION :

The course on Handling Difficult People (HDP) provides insight into the impact of unwanted behaviors and introduces effective strategies for managing them. Through the lens of human understanding, participants gain perspective on navigating challenging interactions. The course identifies the top ten unwanted behaviors and offers approaches to address them, emphasizing the importance of getting tasks done efficiently, accurately, and harmoniously. Participants learn techniques to handle difficult situations with empathy and professionalism, fostering collaboration and mutual respect.

LEARNING OBJECTIVES:

The learning outcomes for Handling Difficult People (HDP) include understanding the impact of unwanted behaviors and developing skills to effectively handle them. Participants will be introduced to various strategies for managing difficult situations through the lens of human understanding, fostering empathy and constructive communication. They will identify and analyze the top ten unwanted behaviors and learn techniques to address them promptly and professionally.

HANDLING DIFFICULT PEOPLE



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- INTRODUCTION

- MODULE - 1

🔒 Impact of Unwanted Behaviors

- MODULE - 2

🔒 Lens-of Human Understanding

- MODULE - 3

🔒 Top Ten Unwanted Behaviors

- MODULE - 4

🔒 Get It Done

- MODULE - 5

🔒 Get It Right

- MODULE - 6

🔒 Get Along

- MODULE - 7

🔒 Get Appreciated

- MODULE - 8





🔒 Ways to Tackle Unwanted Behaviors

BizKademy at a Glance

About Us

- Tech-Driven L&D Company
- 20 Years of Experience
- Empowering Workforce by Capacity Building

Our Offices

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What We Do?

LMS

- Batches and Cohorts Creation
- Multiple Course Enrollment
- Setting Timelines
- Full Content Moderation
- Assessments and Quiz
- Gradebook
- Leader Board
- User Friendly

Video Production

- Video Production
- Text Animation
- Character / Material Animation
- Glassboard Technology
- Chroma Studio
- SCORM Technology

Courses

Readymade Courses

- Bilingual
- Unilingual
- Versatile Topics
- Self-Help
- Communication Skills
- Technical Skills
- People Management

Courses

Customized Courses

- Need Analysis
- Brainstorm
- Ideate
- Instructional Design
- Assessments and Quizzes
- Get High Tech Support

Assessment Centre

- Assessment Creation
- Invite Candidates (via Link/Email)
- Customizable Tests
- Cheating Prevention
- Flexible 2-Way File Upload
- Real-time Results

Time Master

- Detailed Time Analytics
- Timezones / Shifts Management
- Productivity Reports
- Universal Solution

