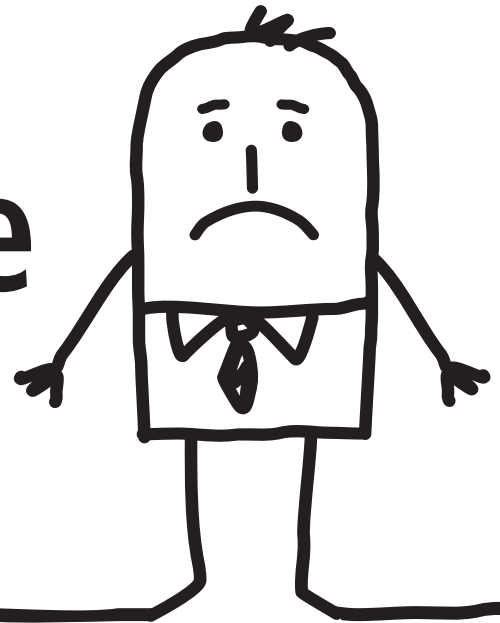


A one-day seminar coming to your area
See inside for cities and dates.

Dealing with Difficult People

Strategies, tips and techniques for
fighting frustration in the workplace



Never again fall victim to those who love to make life miserable for the rest of us:

- ✓ You'll learn why they act the way they do.
- ✓ You'll find out exactly what to say and do in specific situations.
- ✓ You'll become less of a target for their barbs and antics.
- ✓ You'll see how to bring out the best in even the worst offenders.

This is a day of intensive training with immediate payback.

Learn to take the offensive against know-it-alls, dictators, snipers, gripers, "yes" people, "no" people and all of the other contrary characters you confront every day.

Course content on page 3.

"I learned more about how to deal with people in one day than I have during all my years in the work force. I wish we had this kind of seminar years ago — maybe there would be less hostility and aggressiveness in the offices."

— Evelyn Allard, administrative assistant

Attend this seminar and gain the communication skills you need to de-stress all of your difficult relationships, on the job and off.



Do you recognize these people?

The Know-It-Alls

They're arrogant and usually have an opinion on every issue. When they're wrong, they get defensive.

The Passives

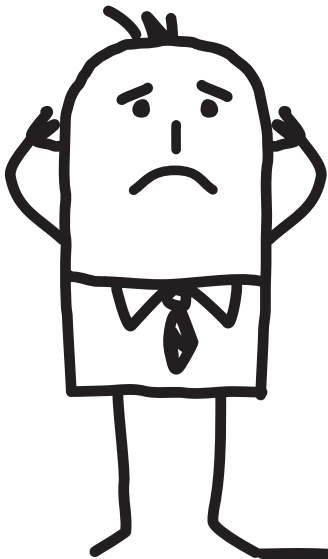
These people never offer ideas or let you know where they stand.

The Dictators

They bully and intimidate. They're constantly demanding and brutally critical.

The "Yes" People

They agree to any commitment, yet rarely deliver. You can't trust them to follow through.



The "No" People

They are quick to point out why something won't work. What's worse, they're inflexible.

The Gripers

Is anything ever right with them? They prefer complaining to finding solutions.

Of course you recognize them. They're the people you work with, sell to, depend on, live with. Learn to deal with them quickly and confidently at *Dealing with Difficult People*.

How this seminar will help you deal with problem people

1. You'll understand the difficult people in your life.

Learn how they think, what they fear, why they do what they do. Understanding difficult people makes dealing with them less frustrating.

2. You'll know specifically what to do and say.

At this seminar, you'll concentrate on here's-how-you-do-it techniques. You'll leave knowing how to use these techniques in specific situations, with all types of difficult people.

3. You'll be less of a target for difficult people.

Look at the difficult people in your life. Chances are, at least one person manages to get along with them. You can, too. Learn how to derail problem people and teach them to treat you with respect.

4. You'll bring out the best in people.

Let's face it — nobody's difficult all of the time (and everybody's difficult some of the time). Your new skills will help you reinforce the most positive behavior in everyone — at work and at home.

Register online, by phone, fax or mail. See page 7.

Thumbs-up from past participants:

"Before today, I didn't realize how much I allowed others to control my reactions and emotions. I will, from this day forward, focus on being a happy and more supportive person."

— Deborah A. Hoze, registered medical assistant

"At times, I too, become a difficult person because I've allowed others to manipulate me ... I learned how not to become part of the problem."

— Judith A. Ray, accountant

"This course was straightforward and practical — 'user friendly.' The time passed quickly."

— Jacqueline Trayner, graduate student

"My leadership skills will improve greatly now that I have the tools to deal with my staff."

— Wendi Perea, customer service supervisor

"Helped me to not only understand my own personality style, but also those of the people I deal with on a daily basis."

— Cristy Spencer, regional traffic director

"This seminar revitalized me, brought things 'home,' refocused my skills to deal with difficult staff more effectively."

— Susan Klingensmith-Gilkey, director

26 specific techniques and insights to give you more power with difficult people

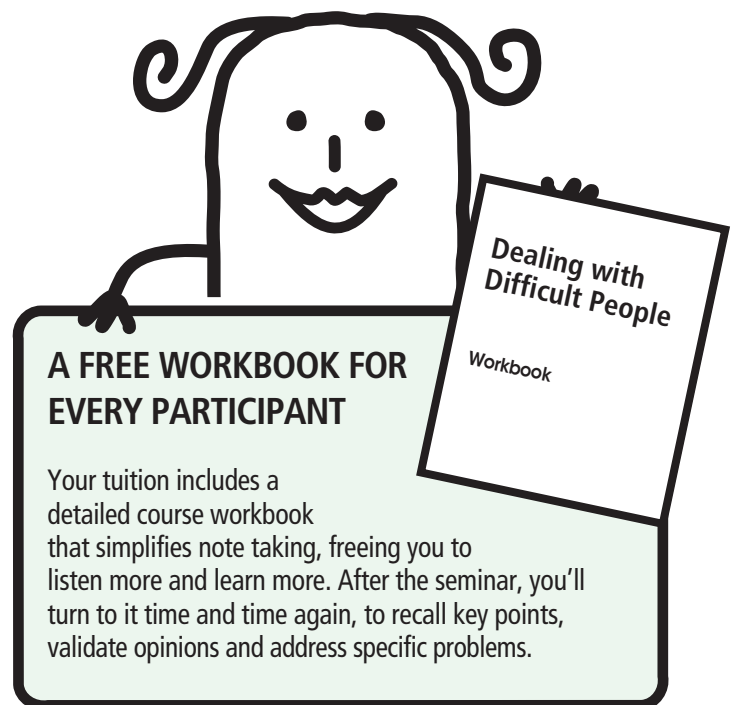
COURSE CONTENT

1. How to “map” difficult people to gain insight into what makes them tick
2. The most common mistake well-intentioned people make that actually worsens conflicts
3. Why complainers complain and how to move them into the problem-solving mode
4. The single best response to sarcasm
5. Three ways to get people to keep their word
6. How to respond to someone who practices one-upmanship
7. Strategies for working with the negative person who throws a wet blanket over everything
8. What to do when someone — even a boss — starts yelling
9. Four steps to take when communicating with any difficult person
10. How to determine whether a difficult relationship is worth salvaging, and what to do if it isn't
11. When someone says one thing to you, but the opposite to someone else
12. How to get in sync with a difficult person and get along better
13. The essential four-step process for successful confrontation
14. Techniques for dealing with touchy people who take things personally
15. What to do when someone criticizes you unfairly
16. How to know when to back down and when to hold your ground
17. Ways to cope with excuse-makers and blamers
18. Three tactics that prevent you from being manipulated by others
19. Hot buttons: how to keep people from pushing yours
20. When and how to let someone save face
21. A proven way to buy time in a conflict so you can respond with a level head
22. When to go to a third party for help in dealing with a problem person
23. What to do when people make promises you suspect they won't keep
24. How to give an aggressive person an alternative to direct conflict
25. For managers: how to deal with employees who don't keep commitments, have a negative attitude or are closed-minded
26. The special body language to use in dealing with specific kinds of difficult people (it can be even more powerful than what you say)

If you read it here, you'll learn it there.

We don't lure you in with overblown promises. Our brochures are cross-checked for accuracy against actual course content.

Dealing with Difficult People



A FREE WORKBOOK FOR EVERY PARTICIPANT

Your tuition includes a detailed course workbook that simplifies note taking, freeing you to listen more and learn more. After the seminar, you'll turn to it time and time again, to recall key points, validate opinions and address specific problems.

Message to managers:

Wouldn't it be nice if everyone on your staff got along great, day in and day out? No squabbles. No pettiness. Just harmony and nonstop productivity from 9 to 5.

Of course, you know that's practically impossible.

But the next best thing is having staff members who want a smoother-running office and are willing to work hard toward that goal.

This is the perfect opportunity to show your support. It's simple. Just look over this brochure — especially the learning points on page 3. Consider all your employees have to gain from attending this seminar and all you'll gain, too.

Learning these communication skills together will help your employees understand each other better. They'll support one another in using their new skills and techniques. And they'll become a tighter, more effective, more productive team starting immediately.

Put your team members on the path to enhanced interpersonal skills and improved morale. **Go the extra mile and send the whole team. You'll save money, too!**

After the seminar, you'll sense a new mood of cooperation among your employees. You'll see them treat each other with greater respect. You'll watch them resolve conflicts more quickly without putting you in the middle. And you'll enjoy the fact that their minds are firmly on the tasks at hand.

This seminar provides an ideal training ground for coworkers to learn together and support one another in implementing these new skills.

The ability to handle contrary and unreasonable people with determination and diplomacy is a valuable skill for anyone.



Onsite Training Solutions

Get the Results You're Looking For!

Bring our powerful, high-impact training programs to your organization and show your employees you're serious about their professional growth and achieving critical organizational goals and objectives.

Choose From Over 150 Courses!

From management development to customer service, our comprehensive library of courses provides a learning experience that is engaging, interesting and intriguing!

Tailor the Training to Meet Your Specific Needs!

We'll help you choose the appropriate courses for your organization and tailor each one to address your specific goals, issues and scheduling concerns.

Maximize Your Training Budget!

Onsite Training allows you to train work groups, teams and entire departments for less than the cost of traditional public seminars or other training options.

Give your staff the skills, knowledge and confidence they need to meet tough workplace challenges head-on, realize their full potential and perform at their peak.

For a free consultation, visit us online at
careertrack.com/onsite
or call us at 1-800-944-8503

Guaranteed Results!

All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident this seminar will provide you with the tips and techniques you need to successfully deal with difficult people. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we'll arrange for you to attend another one of our seminars or receive a full refund — *hassle-free*.

Tired of hit-and-miss training?

Choose CareerTrack Consistently There is a difference!

✓ This is real training.

We respect your time — and your intelligence.

Our course content is soundly researched and designed by professional educators for maximum adult learning.

✓ You get the tops in trainers.

Our faculty members receive the best training in the industry.

At a CareerTrack program, you can always count on learning from knowledgeable experts who know how to teach. Past attendees have rated our trainers at higher than 9.0 on a 10-point scale.

✓ You see outstanding presentation materials and workbooks that work.

That's because we work with professionals — writers, editors and graphic artists — to produce them.

Put ours side-by-side with take-home materials from other companies, and you'll see the difference.

✓ You get what we promise.

We don't lure you to our seminars with a long list of unrealistic promises.

You can rest assured, we meticulously cross-check our promotional materials to be sure they accurately reflect course content.

Curious, but not yet convinced?

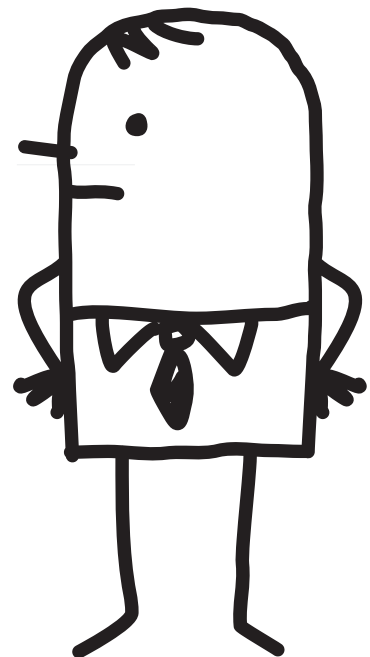
Consider this: In one fast-paced day, you'll gain an advantage that will continue to pay off for years to come, starting the very next day.

If that's not incentive enough, here are 4 more reasons to sign up now:

- 1. Your coworkers will welcome and admire your initiative.**
After all, they'll benefit by working with someone who has answers to some of the very same problems they face.
- 2. In a single day, you'll learn strategies that will last you a lifetime.**
This seminar is full of specific ideas you can put to use right away. You'll leave eager to try them and confident they'll work.
- 3. You'll learn people skills that will be noticed — and most likely copied — by others.**
Tact and skill in handling difficult people are enviable traits. In no time at all, you'll see direct results in your dealings with all kinds of people. And they'll see the difference in you, as well.
- 4. Your day will fly by.**
When learning is fun, time goes fast and what you learn sticks. You'll be surprised when the seminar ends — and impressed with how much you've learned.

This seminar is a great opportunity for you to build your personal power and benefit your company or organization in the process.

We hope you'll plan now to attend.



Registration Information

Enroll Today! Hurry, our seats fill *fast*. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

Quick Confirmation! To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

Program Schedule

Check-in: 8:30 a.m. – 9:00 a.m.
Program: 9:00 a.m. – 4:00 p.m.

Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note, if you do not cancel and do not attend, you are still responsible for payment.

Please Note

- ✓ You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- ✓ Walk-in registrations will be accepted as space allows.
- ✓ For seminar age requirements, please visit <http://www.careertrack.com/faq.asp#agerequirements>.
- ✓ Please, no audio or video recording.
- ✓ Lunch and parking expenses are not included.
- ✓ Dressing in layers is recommended due to room temperature variations.
- ✓ You will receive a Certificate of Attendance at the end of the program.

Tax-Exempt Organizations

If you are tax-exempt, enter your tax-exempt number in Section 6 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

Tax Deduction

If the purpose of attending a CareerTrack program is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

Continuing Education units (CEUs)

CareerTrack offers CEU credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. **Questions or concerns should be directed to your professional licensing board or agency.**

Continuing Professional Education (CPE)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning Solutions, Inc. are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have the final authority on the acceptance of individual course for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org. Fred Pryor Seminars and CareerTrack's Sponsor ID number is 109474. This course qualifies for 6 CPE credits.

HRCI Recertification Credits (HRCI)

This program has been approved for recertification credit hours through the HR Certification Institute. For more information about certification or recertification, please visit the HR Certification Institute homepage at www.hrci.org. This course qualifies for 5.5 HRCI recertification credits.

Professional Development Credits (PDCs)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning Solutions, Inc. are recognized by SHRM to offer SHRM-CP or SHRM-SCP professional development credits (PDCs). This program is valid for 6 PDCs. For more information about certification or recertification, please visit shrmcertification.org.

Professional Development Units (PDUs)

As a Registered Education Provider (R.E.P.), our organization is approved by the Project Management Institute (PMI)® to offer Professional Development Units (PDUs). For more information, please visit www.pmi.org. Our organization's R.E.P. number is 3992. This course qualifies for 6 PDUs.*

Completion & Continuing Education Certificates

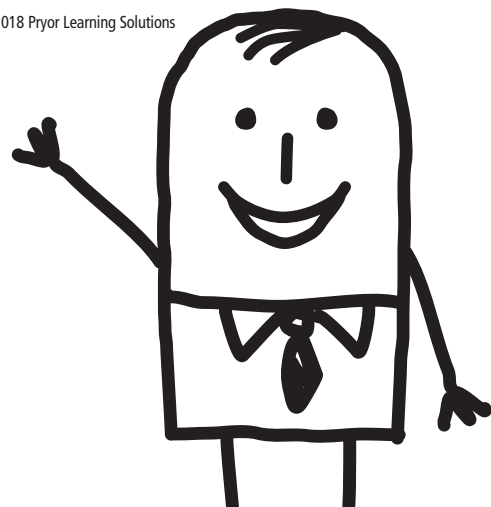
To obtain a certificate documenting your completion and/or CEU, CPE, HRCI, PDC or PDU credits, please visit www.careertrack.com/certificate. Certificates will be available 10 days after your event has ended.

Update Your Contact Information!

Simply make corrections to the mailing label on the back page of this brochure. **Mail** corrections to P.O. Box 413884, Kansas City, MO 64141-3884 or **fax** to 913-967-8849. We'll change our records for the very next update. Thanks!

*PMI is a registered mark of the Project Management Institute, Inc.

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910398

- Online careertrack.com
- Call 1-800-556-3009

- Fax to 913-967-8849
- Mail your registration

1 **YES!** Please register me for the one-day, *Dealing with Difficult People* seminar indicated in Section 5. Group discounts available; see page 6 for details.

2 IMPORTANT! Please fill in VIP number as it appears on the address label.
 VIP _____ (_____) if available

3 ORGANIZATION INFORMATION

Organization: _____
 Address: _____
 City: _____ St: _____ ZIP: _____
 Tele: _____ Fax: _____
 Mr.
 Approving Mgr's Name: Ms. _____
 Job Title: _____
 Email Address: _____ Business Home

4 QUICK CONFIRMATION

Please email or fax my confirmation to me within 48 hours.
 My email address or fax number is: _____

5 NAMES OF ATTENDEES (Please list additional names on a separate sheet.)

#1 Attendee's Name
 Mr. _____ Ms. _____
 Job Title _____ City Event # _____
 Email Address _____ Business Home

#2 Attendee's Name
 Mr. _____ Ms. _____
 Job Title _____ City Event # _____
 Email Address _____ Business Home

6 METHOD OF PAYMENT (Payment is due before the program.) Please make checks payable to CareerTrack and return form to: P.O. Box 219468, Kansas City, MO 64121-9468. Our federal ID# is 43-1830400 (FEIN).
 Please add applicable state and local tax to your payment for programs held in Hawaii (4.166%; Honolulu 4.712%), South Dakota (6.5%) and West Virginia (6%; plus applicable local tax)

Total amount due: \$ _____
 Check # _____ (payable to **CareerTrack**) is enclosed.
 Bill my organization. Attn: _____
 Purchase order # _____ is enclosed. (Attach purchase order to completed registration form.)

Charge to: AMEX DISCOVER MC VISA

MO. _____ YR. _____
 EXPIRATION DATE

 CARD NUMBER

Card Holder's Name _____
 Tax-Exempt # _____
 Please attach a copy of your Tax-Exempt Certificate for payment processing.

Note: If you've already registered by phone, by fax or online, please do not return this form.

Enroll Today!

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www.careertrack.com


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 Kansas City, MO
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Your VIP# is WINQ

Dealing with Difficult People

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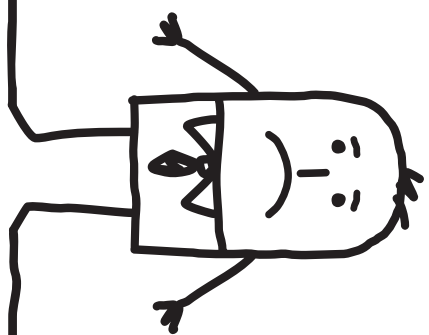
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This course qualifies for CPE,
HRCI, PDC and PDU credits.
See details on page 6.