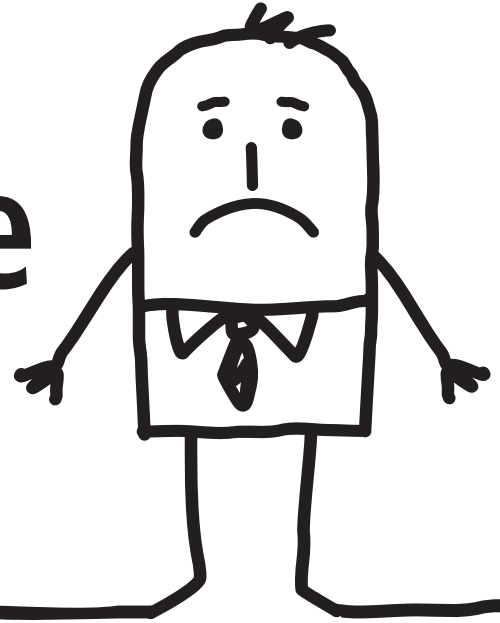


Dealing with Difficult People

Strategies, tips and techniques for fighting frustration in the workplace



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.

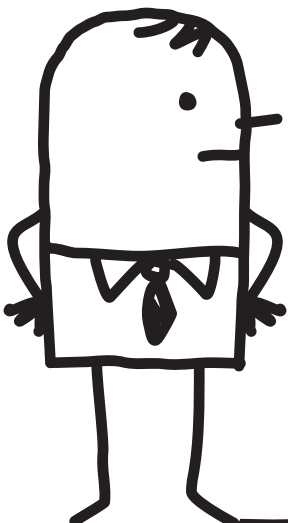
The "No" People

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*.



This is a day of intensive training with immediate payback.

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

Thumbs-up from past participants:

"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



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

COURSE CONTENT

Seminar Hours: 9:00 a.m. to 4:00 p.m.

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)

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Dealing with Difficult People

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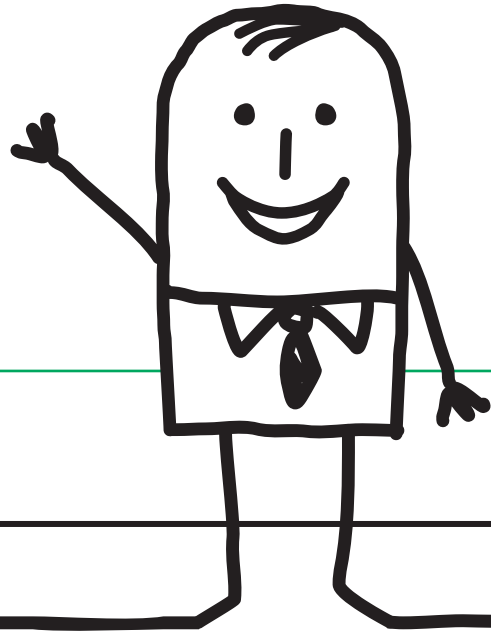
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Quick Registration Information

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- ✓ Continuing education credits: CEU, CPE, HRCI, PDC
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Dealing with Difficult People

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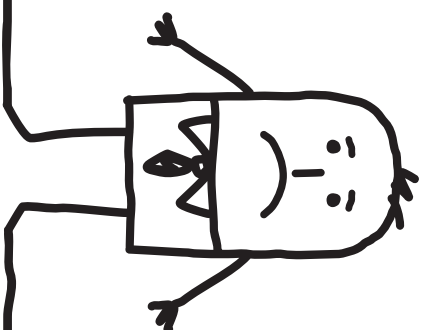


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Strategies, tips and techniques for
fighting frustration in the workplace



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

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

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