



LIVE SEMINAR

Dealing with Difficult People



DO YOU RECOGNIZE THESE PEOPLE?

The Know-It-Alls: They're arrogant, and usually have an opinion on any 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 Complainers: 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 and live with. Learn to deal with them quickly and confidently at *Dealing with Difficult People*.

Dealing with Difficult People

S E M I N A R S U M M A R Y

After this seminar you and your staff will be better equipped to:

Understand the difficult people in your lives.

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

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

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.

Bring out the best in people. Let's face it: nobody's difficult all 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.

How this program is structured:

It's structured for maximum learning. You'll experience a carefully designed combination of:

Informative presentation

Your trainer is skilled at sharing information in a way that's engaging. Just sit back and take it all in.

Practice exercises

You do some of these alone, and others with groups or a partner. Don't worry — no one will be singled out or embarrassed.

Group discussion

Get your questions answered. Share your point of view. These are some of the most stimulating segments of the program.

PROGRAM AGENDA

Understand the difficult people in your life

- The most common mistake well-intentioned people make that actually worsens conflict
- What a team can do about an employee who isn't a team player
- The single best response to sarcasm
- Three ways to get people to keep their word
- How to deal with someone who practices one-upmanship
- When and how to have a third party intervene to resolve a conflict

Know specifically what to do and say

- How to react when someone — even a boss — starts yelling
- What to do when another takes credit for your idea
- How to determine whether a difficult relationship is worth salvaging . . . and what to do if it isn't
- The best way to get someone to stop holding a grudge
- Handling the person who says one thing to you but the opposite to someone else
- When and how to go over someone's head to a superior
- Dealing with touchy people who take things personally
- How to get your boss to quit procrastinating and make a decision

Be less of a target for difficult people

- What to do when someone criticizes you unfairly
- How to cope with excuse-makers and blamers What to do immediately if someone threatens you
- Three tactics that protect you from being manipulated by others
- Hot buttons: how to keep people from pushing yours
- "The boss's favorite": how to cope with the coworker who's perfect in the boss's eyes — but doesn't really do his or her share of the work

Bring out the best in people

- How to handle a co-worker who is too competitive
- What to do when somebody makes a promise you suspect won't be kept
- How to give an aggressive person an alternative to direct conflict
- The special body positions to use in dealing with specific kinds of difficult people
- How to respond to someone who wants to get "too personal"
- Special for managers: how to deal with insubordination, laziness and people who hate their jobs

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