Dealing with Difficult People

This seminar will give you concrete ways to deal with the difficult people in your life. It provides specific strategies for getting adversaries to cooperate … aggressive people to back off … quiet people to open up … complainers to quiet down…how to deal with hotheads, ramblers, sarcasm, fault-finders, and chronic negativity. And it will show you how to keep from becoming an easy target for those who delight in makeing life miserable for the rest of us. Cooperation, collaboration, and compromise will improve — and that makes for a more productive and efficient workplace for everyone.

Who should attend?

Everyone with a desire to understand and effectively deal with difficult people in their life. Anyone with a desire to minimize frustration, stress and gossip. This seminar is for anyone who specifically wants to know what to say in challenging situations with uncooperative people. This seminar is for those who want to bring out the best in people and discover practical methods to improve all relationships in all areas of life.

Participants will learn…

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The ability to handle difficult people with determination and diplomacy.

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Common mistakes that actually worsen conflict.

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How to identify personality characteristics and to communicate into each specific style.

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How to utilize assertive communication to specifically deal with aggressive and passive people.

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How to show others how to communicate with tact, consideration and thoughtfulness.

How you and your organization will benefit

As a result of this training, you will approach your job with much more enjoyment and your co-workers and colleagues with confidence. When you understand these assertive communication concepts and skills you will reduce stress in all your relationships. You will be able to handle touchy or timid people, outgoing or inflexible people and people of all sorts with complete ease. You will feel on top of challenging situations that once made you frustrated and tense. Departments will run smoother and communication will flow instead of situations being in constant battle or conflict. Your workplace will operate much smoother and will be a pleasing environment to work in.

FREE 30 minute Coaching Session with Domenic?
Call 219-614-3027 to schedule your appointment.