



## Dealing with Difficult People

The School of Leadership

Edward Deming, the father of quality management, has said that people can face almost any problem except the problem of people. They can work long hours, face declining business, even the loss of a job, but they can't deal with difficult people in their lives. This workshop will help you identify some of the ways you may be contributing to these problems and give you some strategies you can adopt, at work and in your personal life.

### How You Will Benefit

- Recognize how your own attitudes and actions impact others.
- Find new and effective techniques for managing negative emotions.
- Develop coping strategies for dealing with difficult people and difficult situations.
- Identify those times when you have the right to walk away from a difficult situation.
- Learn some techniques for managing and dealing with anger.

### What You Will Cover

- Interactions with others
- Reciprocal relationships
- Anthony Robbins' Agreement Frame
- Dealing with change
- The five-step process
- Managing your anger
- Managing other people's anger
- Why don't people do what they are supposed to?
- Causes of difficult behavior
- De-stress options

### What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

### One day workshop

