

Mounting Challenges: Working with Difficult People



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 the difficult people in their lives.

Most people can't avoid interactions with a wide range of personality types, including some who are inconsiderate, stubborn, incorrigible or inappeasable. But, the key rests in your ability to work constructively with people who present such challenges.

This workshop is to help identify some ways you may be contributing to some of these problems; methods for managing difficult negative emotions, and difficult people that will bring better balance and productivity to your personal and professional life.



Introduction and Course Overview

- Reciprocal Relationships
- Dealing with Change
- The Agreement Frame
- The Ten Commandments of Personal Behavior
- Preventing Problems, Dealing with Difficulties
- What Causes Difficult Behavior
- Five-Step to Conflict Resolution
- The Change in You
- Negative vs. Positive Interactions
- Why Don't People do what They Are Supposed To?
- Managing Anger
 - Guidelines for Assertive Anger
 - Lessons Learned from Others
- Download Your Stress!
- Workshop Wrap-Up

How You will Benefit

- Recognize how your own attitudes and actions impact on 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.

Training Highlights

- Instruction by professional facilitator
- Resourceful course material
- Program Handouts
- Participant Workbook

BILL ME Option

Registration Form

COURSE : _____
 Company: _____
 Name: _____
 Title: _____
 Email: _____
 Address: _____
 Town: _____
 Parrish: _____
 Country: _____
 Phone: _____
 Office: _____ Fax: _____ Cell: _____

COURSE/WORKSHOP FEE: \$ _____

FORM OF PAYMENT

Credit Card (check one) MasterCard Visa AMEX Discover

   

Cheque#: _____ Manager's Cheque _____

Cardholder Name: _____

Card Number: _____

Signature: _____ Date: _____ Confirmation # _____

ATTENDEE INFORMATION: (Please list the complete names of each registrant)

1. _____ 3. _____
 2. _____ 4. _____

CANCELLATION POLICY:

All cancellations MUST be in writing to Daniels Communications at: events@dcleadershiptraining.com and must be received seven (7) days prior to the workshop or program. Attendee cancellation requests meeting the guidelines will be honored with a workshop or program transfer, permitting access to another event of equal or lesser value. Transfers must occur within 90 days of the cancellation. No transfers shall be issued for notifications received in less than 7 days.

Organizers reserve the right to cancel and/or re-schedule workshops, programs or courses. In such event, alternative scheduling shall be provided for registrants with notification provided, in writing, via email, or postal service and 10% discount provided off a future workshop registration. For more information, please contact us at: 876.631.7977. You may also visit us online at: www.dcleadershiptraining.com

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