

Dealing 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. 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 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

What You Will Cover:

- ▶ Interactions with others
- ▶ Reciprocal relationships
- ▶ The miracle of dialogue
- ▶ Managing your anger
- ▶ Managing other people's anger
- ▶ Turning bad apples into good apples

San Diego, CA

LA, CA

What's Included?

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

TIME: 9am – 4pm. FEES: \$247.00 per person, plus applicable taxes. *Prices and dates are subject to change.

BE EVERYWHERE
YOU ARE!

Pre-Registration Form:

Dealing with Difficult People

Yes Enroll me now

Participant Name *(Please Print)*

Position

Immediate Supervisor

Organization

Organization Address

ZIP _____ Telephone # _____

Fax _____ E-Mail _____

Be! Everywhere You Are!

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