



How to Deal with Difficult People

If you're looking for a strategic approach to coping with conflict, this interactive workshop develops participants' mind-set, provides a process, and trains participants in techniques for turning conflict into cooperation! They may even start to see those difficult people as gifts in their lives.

Target Audiences:

- Corporate Leaders
- Business Owners
- Managers
- Professionals

Top Takeaways:

- Diffuse and disarm anger in others and themselves
- Assert themselves and be heard
- Listen actively for understanding
- Deliver constructive, positive messages for real changes in behavior
- Apply a 4-step process for conflict resolution

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