

Conflict Resolution: Dealing with Difficult People for the Manager

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
- 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

Name of City and Date of Event

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What's Included?

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

TIME: 9am – 4pm. *Prices and dates are subject to change.

Pre-Registration Form:

Conflict Resolution: Dealing with Difficult People

Yes Enroll me now

Participant Name (*Please Print*) _____

Position _____

Immediate Supervisor _____

Organization _____

Organization Address _____

ZIP _____ Telephone # _____

Fax _____ E-Mail _____

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