

Webinar on

The Art Of Dealing With Difficult People

Learning Objectives

- Definition of difficult people*
- Your healthy choices*
- Mutual reciprocity*
- Emotional banking*
- A four-part formula for dealing with difficult people*
- How to stand up to Bullies*
- How to handle Pot Shot Artists*
- How to bring out the best in Silent Sulkers*



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How to control Conversational Ramblers

How to handle Self Proclaimed Experts

How to pin down Agreeable Arthurs

How to control Chronic Complainers

How to manage Angry Arnolds

Develop a personal strategy for a difficult person in your life



The reality is that Difficult People are here to stay. In this upbeat, informative seminar, you'll learn how to deal with them in a way that's a win-win for both of you.

PRESENTED BY:

An in-demand speaker and author, Larry Johnson has delivered more than 2000 paid presentations for association conferences, corporations and government organization meetings, including He's spoken for numerous SHRM chapters including Greater Phoenix, Ohio, Inland Empire, Louisiana, and Indiana. He's also spoken for Harley-Davidson, Southwest Airlines, and the Nuclear Regulatory Commission.



On-Demand Webinar

Duration : 60 Minutes

Price: \$200

Webinar Description

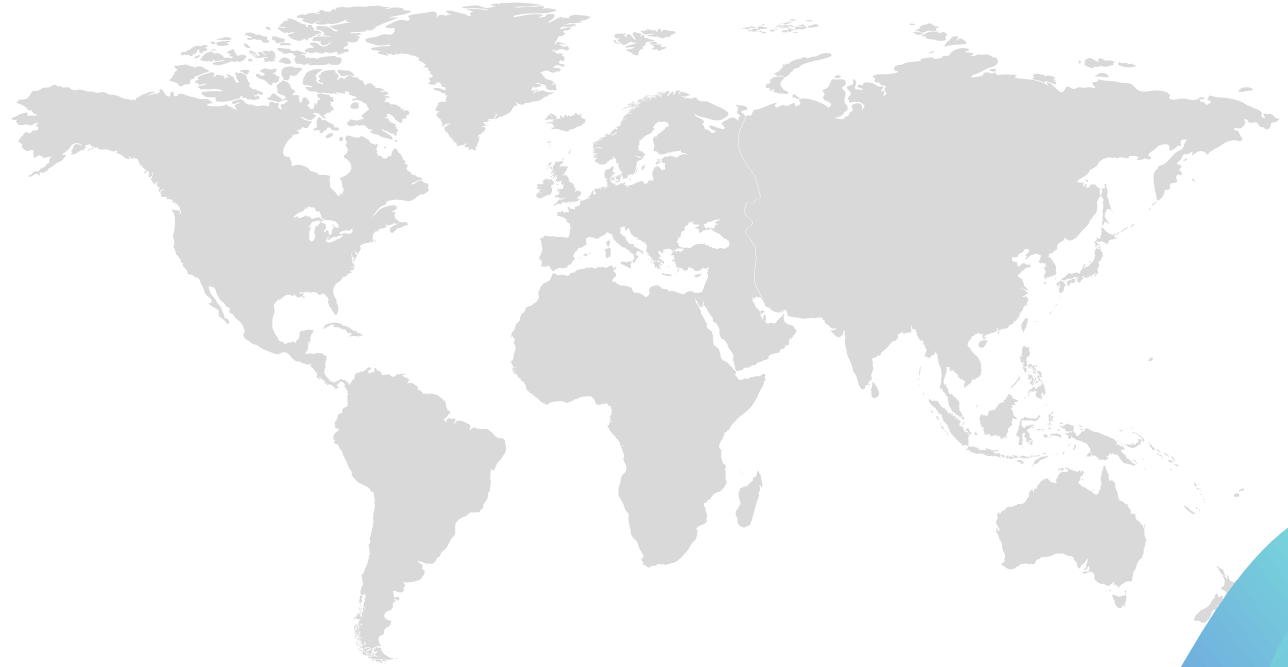
Difficult people--they are everywhere. Perhaps it's a co-worker, a subordinate, a customer, your boss, or even a neighbor. Regardless of their role in life, these chronically frustrating folks waste your time, cost you money and make your life miserable. You may wish they would just go away.

The reality is that Difficult People are here to stay. In this upbeat, informative seminar, you'll learn how to deal with them in a way that's a win-win for both of you.



Who Should Attend ?

Anyone who must deal with difficult people



Why Should Attend ?

You will walk out with strategies to:

Identify the three key diagnostic indicators of stressful people

Work with the four most common types of stressful people

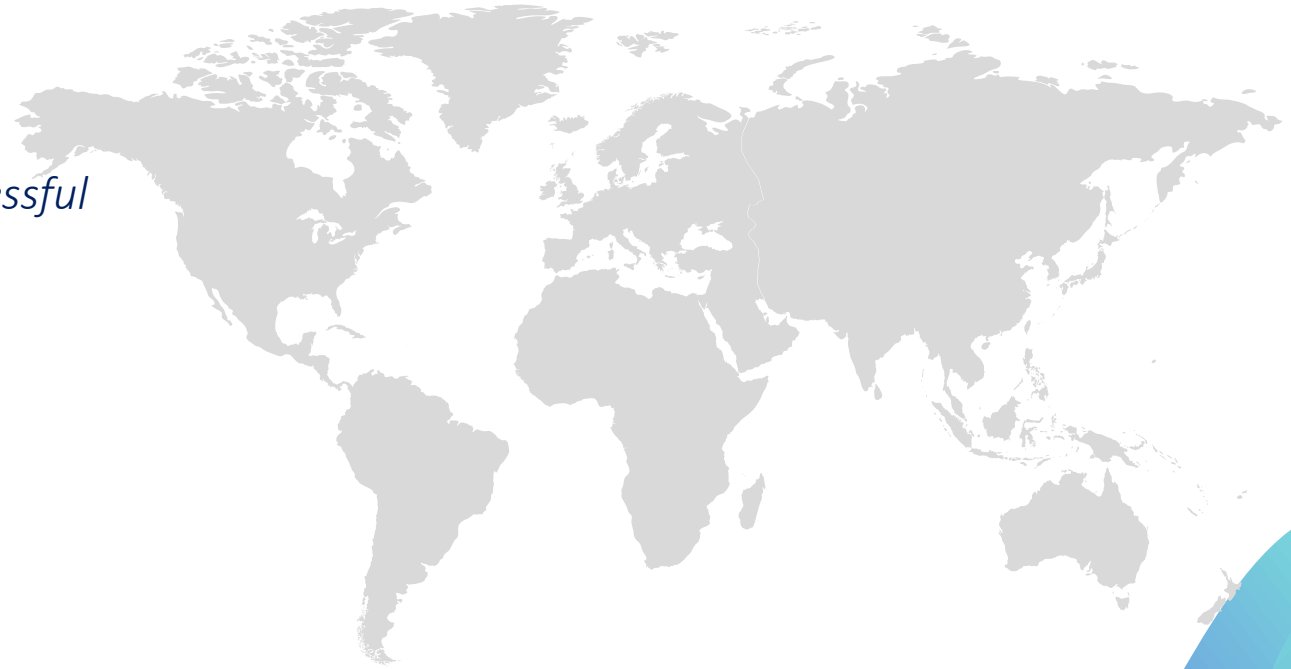
Establish interpersonal contracts to prevent problems

Stand up for yourself without becoming overly aggressive

Practice the assertive “Bill of Rights”

Understand the most powerful needs of stressful people

Resolve differences of opinion--without being stressful yourself



prevent Potshot Artists from stabbing you in the back

Stand up to the Office Bully, even if he or she is your boss

Bring Conversational Ramblers to the point

Get Silent Sulkers to open up

Keep Negative Nellies from bringing you down

Keep Self-Proclaimed Experts from getting under your skin

Avoid becoming entangled in the “Gossip Web”

Motivate Chronic Complainers to put up or shut up

Keep a positive, healthy mental attitude

Develop a strategy that will help you deal effectively that stressful person in your life every day



To register please visit:

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