

*Webinar on*

# **Dealing With Difficult People**

# Learning Objectives

- Understand the people in your life, What are some challenging behaviors*
- Why they appear to be difficult?, Know how to communicate with difficult people*
- Why Bother – Reasons to Deal with this situation*
- How does personality conflict contribute to the situation?*
- Conflict Management techniques to choose from, Stress reducing techniques that work,*
- Creating an action plan for immediate action*



This session shows you how to deal with the event, the situation, not the person. Position yourself as a cooperator, not a competitor, working together, not against each other.

**PRESENTED BY:**

*Daniel Fay provides organizations around the world with a framework for business management and executive excellence. Dan has been both a selected and invited speaker at international management symposiums and conferences in China, Canada, the U.S, Europe, and Asia. Dan has performed business analysis and project management roles for project teams ranging from 3 to over 300 members.*



On-Demand Webinar

Duration : 60 Minutes

Price: \$200

# Webinar Description

According to Deepak Chopra and Kabir Sehgal in a post for CNBC, one way to deal with difficult people is to not take what they say personally. If you do then you both get defensive and the situation escalates.

This session shows you how to deal with the event, the situation, not the person. Position yourself as a cooperater, not a competitor, working together, not against each other. Gain some quick tips and methods that are easy to understand and put into play, even in the most stressful of times.

There are people that seem to create roadblocks to our personal success. You cannot change others, you can only adapt, and change your own approach to dealing with these people, and these situations.



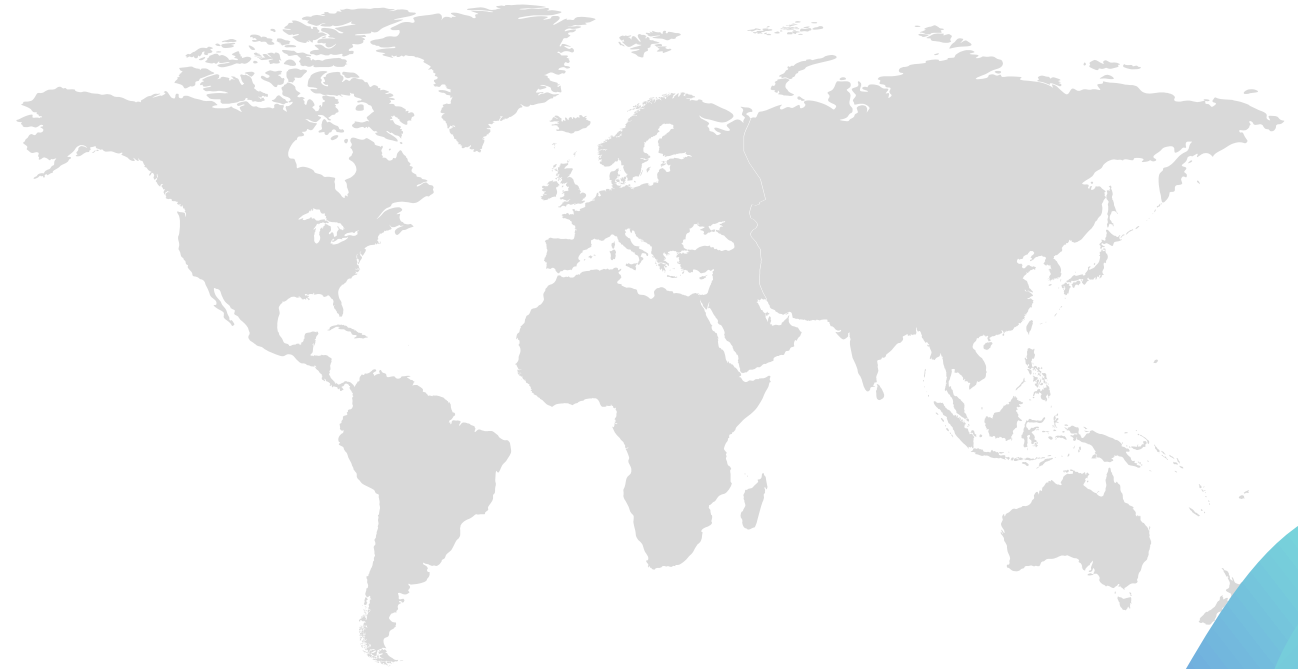
# Who Should Attend ?

*Managers*

*Team leaders*

*Project managers*

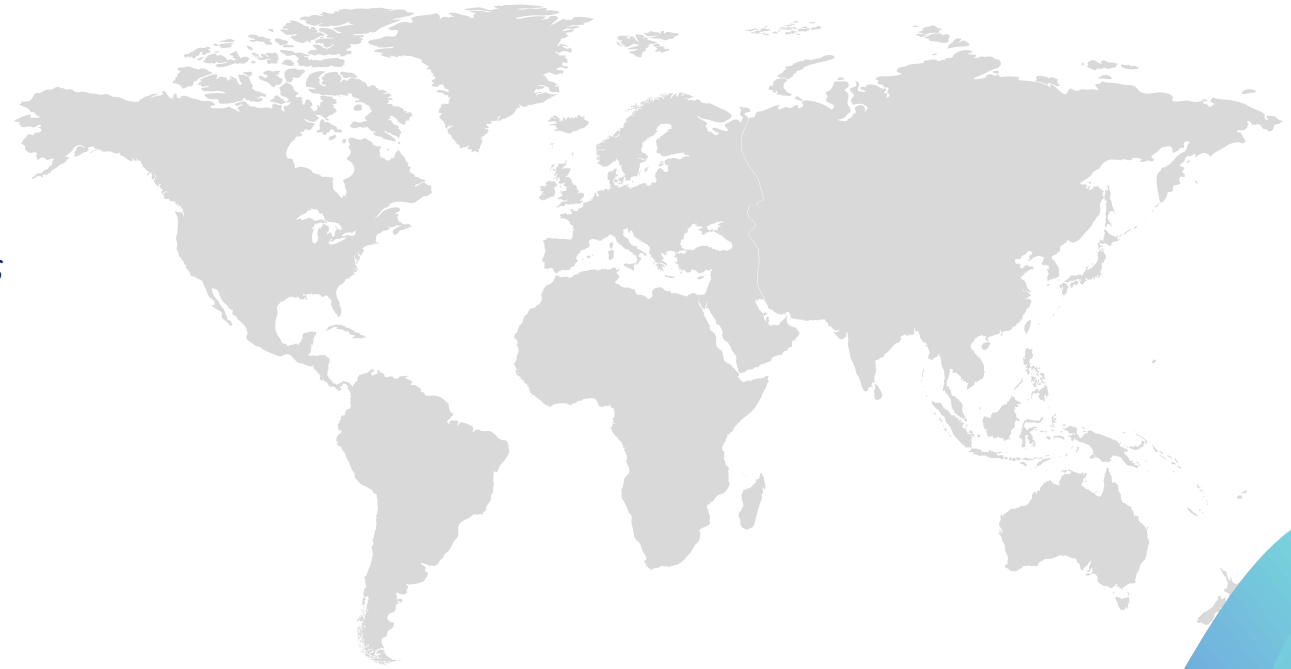
*HR professionals*



# Why Should Attend ?

*If you are looking for a few ideas and techniques for dealing with stressful situations and individuals, this session is for you.*

*In dealing with difficult people, we fear their reaction, we over-estimate the feedback we will get. Gain confidence in dealing with those individuals and prepare for any response.*



To register please visit:

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**740 870 0321**