

DIFFICULT PEOPLE & DIFFICULT CONVERSATIONS

Program Description

Overview:

A difficult person can really test your limits. However, in order for you to be successful, you need to learn how to more effectively communicate with those "problem" people. This workshop will explore the tools and techniques participants can use to have those difficult discussions effectively and to enhance his/her relationships with even the most problematic people.

Objectives:

As a result of this program, you should be able to:

- Explain why people sometimes fail to recognize or address someone who is a problem.
- Identify the options you have when dealing with a difficult person/employee.
- Demonstrate ways to have discussions (even tough ones) effectively with a difficult person.
- List or illustrate the 6 steps to handling a difficult person successfully.

Length: Keynote: 60-90 Minutes
 Workshop: 3-4 Hours