

Dealing with Difficult People

Program Description

Can't everyone just get along? Actually... no. And there's a good reason. Everyone has different beliefs, values, biases, religion, lifestyles, habits, education, upbringings, manners, and personalities. When you think about it in those terms, it's amazing that we can even cohabitate peacefully.

Learning Objectives

Participants will learn:

1. How different backgrounds, experiences, lifestyles and interests can be the grounds for conflict.
2. The behavioral traits and motivation of con artists, procrastinators, know it alls, clams, wafflers, jolly jokers, worrywarts, naysayers, genetic jerks, and psychotics.
3. Various types of irritating relationships including cynics, patronizers, information misers, saboteurs, lousy listeners, gifted loners, gadflies, whiners, and time bombs.
4. A three step process for managing the behavior of difficult people.
5. Ten rules for dealing with difficult people.

This program was developed and is presented by:
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