

Can't We All Just Get Along? (Communicating With Difficult People)

Does making everyone on your team happy sometimes seem like an impossible task? Not every person is always going to be pleased with your leadership. That's just how it is. Yet most people know they just have to roll with the punches.

But sometimes there is that one team member who is *never* happy. If you say "yes," he says "no;" if you say "store it up high," she says "stash it down low." This person disagrees with *everything*, believing his/her way is the only way; he or she refuses to get on board with the rest of the team. It's amazing how one individual can make your life miserable. But before you bang your head against the wall again, there are some solutions!

In this program participants will be learn practical strategies, tools and techniques they can put into action immediately. Topics include:

- How to identify problem people
- Acknowledging the challenge
- Preparing for conflict
- Identifying your "buttons"
- Deflating the drama
- Understand the person's intentions
- Finding common ground
- Assessing the situation
- Listening actively
- Proposing positive alternatives
- Addressing the situation
- When to call for back up

Program options:

- Option 1: Three-hour presentation
- Option 2: Full-day seminar

Who should attend?

Mid-level management; supervisory / operative level management; customer service personnel.

FOR MORE INFORMATION PLEASE CONTACT:

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