



Dealing with Difficult People

“How to Handle Difficult People and Challenging Situations”

When: Wednesday, April 25, 2007

Session 1: 8:00 am - 12:00 Noon

Session 2: 12:30 pm – 4:30

Where: Michael E. DeBakey VA Medical Center

Fourth Floor Auditorium

Program Summary:

This fast-paced, four hour session teaches techniques and strategies that you can begin using immediately. You gain insights and information that will allow you to deal more effectively with everyone – but especially with those difficult people who can make life miserable at work.

Course Content

Some of the things that we will explore:

- How to “read” the other person in order to gain insight into how to best deal with them.
- How to mentally take control of any situation that you encounter.
- The 3 cues that signal a person’s true feelings.
- The two questions to always ask yourself in every conflict situation.
- The five conflict resolution strategies and how to choose the best strategy in each situation.
- Avoiding the four traps that can escalate disagreement into a conflict.
- The communication technique that de-escalates conflict and aids in gaining agreement.
- Recognizing and avoiding the 8 most common conflict triggers.



This half day workshop will give you an immediate payback!

This four hour session will give you the tools to:

- De-stress your difficult work relationships.
- Deal confidently with conflicts and disagreements.
- Use your personal communication style to act with tact and skill.
- Bring out the best in others – even those difficult people that try your patience.

FREE Workbook and Self-Assessment

Every person attending this session will receive a detailed copy of the Dealing With Difficult People Workbook. This resource reduces note taking and allows you to listen more and learn more. You will return to this resource again and again after the session is completed.

Plus

You will receive your own personal copy of the Dealing with Conflict Instrument which offers you insight into how you tend to respond to conflict and your comfort level with certain conflict response strategies.

Your Facilitator

Your Class will be facilitated by Rick Rumford from OnTargetSeminars.com. Rick has been presenting interesting and challenging programs for the Department of Veterans Affairs for the past 12 years. Come to the session and find out why he consistently receives the highest ratings from people who have attended his sessions.

Register today for this exciting program.