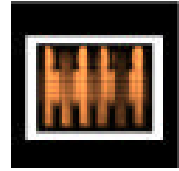

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Dealing with problem people

Any problem is the difference between what you have and what you want. Whenever this difference comes about because of another 's behavior, you have a problem with what you consider to be a difficult person. Problem-people are found everywhere in life - family, friends, colleagues, subordinates, managers, customers, etc. Although each of us has a "difficult" person hiding inside, most of us work to keep it under control. Unfortunately others seemingly relish their "difficult" side, flaunting it at every opportunity.

Offered in either workshop or presentation format, this session will guide you in your journey to cope effectively with the difficult people in both your professional and personal life ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ TOPIC PREVIEW:

- Identifying problem-people types
- Understanding the underlying motives of different problem-people types
- Coping and control strategies to use with different problem-people types

➤ TARGET AUDIENCE:

Business professionals, human resources professionals, supervisors, managers, executives, and front-line workers who want to learn about dealing with the problem-people types they encounter.

➤ SESSION LENGTH:

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).