

# Leadership Training Associates

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## How to Work with Difficult People

### OBJECTIVE:

Participants in this seminar will learn proven techniques and methods that can be used to more effectively handle difficult people. Everyone will be actively involved in the learning process to assure that skills gained in the seminar can be put to immediate use.

### DESIGNED FOR:

Employees at all levels, including supervisors and managers, will learn practical skills at this seminar.

### OUTLINE:

**Why people become difficult**

**Removing Barriers To Effective Communication**

**How To Get Your Point Across To Difficult People**

**Defusing Potentially Explosive Situations**

**How To Disagree Without Becoming Argumentative**

**Ways To Offer Criticism Without Generation Resentment**

**How To Keep Your Cool When Someone Is Being Abusive**

**Getting Others To Behave Responsibly**

**Developing Your Action Plan To Handle Difficult People**