

Dealing with Difficult People

Objectives

Learn how to:

- **Identify and understand** the communication approaches of the difficult people in your life.
- **Use proven steps** to decode people's defensive behavior and the available options to communicate with them.
- **Improve** your self-awareness for communicating in all situations.
- **Establish** rapport.
- **Become** a more assertive communicator.

Highlights

Do you remember a time when you were feeling upset by someone's behavior? You could see the problem and did not know how to resolve it? You were frustrated and did not know what to say or do? *Dealing with Difficult People* allows you to become a more effective communicator with all types of people in all situations. Gain the communication techniques to make you more successful by avoiding conflict spirals.

Participants leave with the useful ***Assertive Communication*** reference manual.

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