



## Dealing with Difficult People: Bringing Out the Best in Others

### Session Details

Faculty: Dr. Richard Brinkman Date: Tuesday, May 21, 2019  
 Location: Overland Park Convention Center Sign In: 8:30 AM  
 6000 College Blvd, Overland Park, KS 66211  
 Phone: 913.339.3000 Session: 9:00 AM - 4:00 PM

### Session Description

Dr. Brinkman says, "Communication is like a phone number, you need all the correct digits and in the right order." Dr. Rick will share his proven strategies to handle: Whining, Negativity, Attacks, Tantrums, Snipers, Know-it-Alls, Think-They- Know-it-Alls, as well as Yes, Maybe and Nothing people. The examples and practical skills in this seminar will immediately transform behaviors that used to strain all relationships, both business and personal! It will even include special contexts like email communications, phone and meetings.

### Biography

DR. RICHARD BRINKMAN is the developer of Conscious Communication program and the principal of Rick Brinkman Productions, Inc., a training and development company. He is author of numerous books including the international bestseller *Dealing With People You Cant Stand: How to Bring Out the Best in People at Their Worst* (McGraw Hill), which has been translated into 25 languages. He has co-authored *Life by Design* and *Dealing With Relatives*, also published by McGraw-Hill. He is the sole author of *Dealing with Meetings You Can't Stand: Meet Less and Do More*. He is the co-author of the McGraw-Hill book *Love Thy Customer* and the developer of the Conscious Communication University online course with 7 hours of entertaining video and interaction. In 1988 he was one of only 15 people the Tom Peters group approved to do the public excellence seminars. He is frequently used by media as a communication expert and has been featured by CNN, The Wall Street Journal, and Oprah magazine. His clients have included: LucasFilm, IBM, Intel, US Navy at Pearl Harbor, the City of Decatur, the City of Leicester in England, Petronas the National Oil Company of Malaysia, Ford, US Army, FAA, Red Cross, and more. He has been an IMS faculty since 1995 and is a recipient of the Distinguished Faculty Award.

### Guide to Participant Selection

Department	Admin	Distrub	Engr	Finc	H.R.	Legal	Mktng	IT	Or	Plng	Pchsg	R&D	Sales
<b>Senior Executive</b> (Pres. Exec & Sr VP)	3	3	3	3	3	3	3	3	3	3	3	3	3
<b>Executive</b> (VP & Gen'l Mgr)	2	2	2	2	3	2	2	2	2	2	2	2	2
<b>Senior Managers</b> (Div & Reg. Mgrs)	1	1	1	1	2	1	1	1	1	1	1	1	1
<b>Middle Managers &amp; Superintendents</b>	1	1	1	1	1	1	1	1	1	1	1	1	1

### Time Allocation - Topics

**15% Understanding human behavior**

- What motivates people to act the way they do

**25% Avoid problem behaviors before they start**

- Preventive communication skills.

**50% Specific strategies and goals for dealing with the ten most difficult human behaviors**

- Whining, negativity, tantrums, attacks, yes behavior, maybe behavior, nothing behavior, know-it-all behavior, think-they-know-it-all behavior and sniping.

**10% Changing your attitude in order to become a more powerful communicator**

## Focus

**Primary - Leadership Development**

Adaptability, Communication, Creativeness, Developmental Perspective, Empathy, Interpersonal Relations, Judgment, Motivation

**Secondary - Planning/Organizing**

Problem Identification, Analysis, Evaluating Alternative Solutions

**Tertiary - Executing/Controlling/Evaluating**

Decision Making, Use of Authority, Direction, Coordination, Guidance, Discipline

## Level

Introductory Intermediate **Advanced**

FOR REGISTRATIONS PLEASE CONTACT: **Brendan Dowd**  
Phone: **+1 (816) 399-4720** Email: **kansascity@ims-online.com** Website: **www.ims-online.com**