



Dealing with Difficult People: How to Bring out the Best in People at Their Worst

Session Details

Faculty:	Dr. Rick Kirschner	Date: Wednesday, April 22, 2020
Location:	Pacific Energy Center San Francisco 851 Howard St., San Francisco, CA 94103	Sign In: 8:30 AM
Phone:	415-973-2277	Session: 9:00 AM - 4:00 PM

Session Description

Dealing with people at their worst is something we all do everyday, but that doesn't make it any easier. In this humorous, informative seminar, Dr. Kirschner shows you how to take the pain out of dealing with problem people by revealing the attitudes and behaviors that will help you solve people problems. This presentation shifts the focus from being reactive to proactive, from struggling with people to building relationships with them, from seeing what's wrong to doing what is right.

Biography

Dr. Rick Kirschner is a best-selling author and respected authority who offers a powerful approach to dealing with change and communication that unlocks creativity, enhances teamwork and leadership, increases commitment, service and innovation. He is the coauthor of the international bestseller, "Dealing With People You Can't Stand: How To Bring Out The Best In People At Their Worst", "Life By Design" and "Love Thy Customer".

Time Allocation - Topics

5% Overview

- Defining terms: The ten most unwanted types of behavior

15% Stress and stability

- Mental fundamentals
- Mechanism of sanity, mechanism of stress
- Elements of effectiveness
- Attitude adjustments

25% Essential communication skills

- Blending
- Listening
- Speaking to be understood

5% The lens of understanding

- Understand pushy, negative, vague and disruptive people

50% Strategies for taking charge

- Dealing with the tank, sniper, know it all, think they know it all, grenade, yes person, maybe person, whiner, no person, and nothing person.

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