



## DEALING WITH DIFFICULT PEOPLE: HOW TO BRING OUT THE BEST IN PEOPLE AT THEIR WORST

with Dr. Rick Kirschner

\$475 (US) per person

VIRTUAL SESSION (3-HOUR)

## DEALING WITH DIFFICULT PEOPLE: HOW TO BRING OUT THE BEST IN PEOPLE AT THEIR WORST

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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. You will learn how to deal better with difficult co-workers, superiors, subordinates, clients, and vendors.

## DR. RICK KIRSCHNER

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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".

# TOPICS COVERED

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## OVERVIEW

DEFINING TERMS: THE TEN MOST UNWANTED TYPES OF BEHAVIOR

## STRESS AND STABILITY

MENTAL FUNDAMENTALS

MECHANISM OF SANITY, MECHANISM OF STRESS

ELEMENTS OF EFFECTIVENESS

ATTITUDE ADJUSTMENTS

## ESSENTIAL COMMUNICATION SKILLS

BLENDING

LISTENING

SPEAKING TO BE UNDERSTOOD

## THE LENS OF UNDERSTANDING

UNDERSTAND PUSHY, NEGATIVE, VAGUE AND DISRUPTIVE PEOPLE

## 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.

FOR REGISTRATION PLEASE CONTACT: - IMS Regional Director -  
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