



## DEALING WITH DIFFICULT PEOPLE: TURN TENSION INTO COLLABORATION

with Dr. Michelle Brody

\$395 (US) per person

VIRTUAL SESSION (3-HOUR)

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Difficult colleagues show up at work in many forms and lead to frustration and lower productivity. What can be done about a micromanaging, undermining, uncooperative or thwarting colleague? Team members, who get impossibly defensive when you try to offer feedback? The intuitive methods leaders use to manage "difficult coworkers" often backfire, resulting in vicious cycles of worsening behavior.

This program will share mindsets and methods for opening up the possibility of change when all other efforts have stopped working. Discover how to apply proven strategies to resolve your toughest workplace challenges.

## DR. MICHELLE BRODY

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Michelle Brody, PhD, is a clinical psychologist and executive coach who brings 25 years of experience to the challenging problem of interactional conflict. Dr. Brody has worked with global teams, complicated couple conflicts, and polarized communities, and has deep expertise in unlocking stuck dynamics. Her approach for teams is informed by powerful psychological tools that break down defensive walls, build trust, shift unproductive mindsets, and change vicious interactional cycles. She is the author of *Own Your Armor: Revolutionary Change for Workplace Culture*.

Dr. Brody has helped teams reach greater collaboration, improve communication, and resolve tension across a wide range of industries; at global companies like Meta (Facebook), Siemens, and Alcoa, as well as for smaller companies, startups, and partnerships. She has also served as a master trainer of psychologists, professional coaches, and professionals who work in human resources and learning & development.

# TOPICS COVERED

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## DEALING WITH DEFENSIVENESS

UNDERSTANDING WHY PEOPLE BECOME DEFENSIVE AND HOW TO RESPOND EFFECTIVELY  
TECHNIQUES TO PROVIDE FEEDBACK WITHOUT TRIGGERING RESISTANCE  
HOW TO NAVIGATE EMOTIONALLY CHARGED CONVERSATIONS WITH DIFFICULT COLLEAGUES

## MINDSETS THAT SHIFT TEAM DYNAMICS

IDENTIFYING HARMFUL PATTERNS THAT REINFORCE DIFFICULT BEHAVIORS  
REFRAMING WORKPLACE CONFLICTS TO CREATE OPPORTUNITIES FOR CHANGE  
CULTIVATING A MINDSET OF INFLUENCE RATHER THAN FRUSTRATION

## BEST PRACTICES TO HELP PEOPLE CHANGE

ENCOURAGING COLLABORATION BY ALIGNING INDIVIDUAL AND TEAM GOALS  
PROVEN STRATEGIES TO BREAK NEGATIVE CYCLES AND FOSTER ACCOUNTABILITY  
SETTING CLEAR EXPECTATIONS AND REINFORCING POSITIVE BEHAVIOR SHIFTS

## THE LEADER'S ROLE IN POSITIVE TEAM DYNAMICS

HOW LEADERS CAN MODEL AND REINFORCE CONSTRUCTIVE BEHAVIORS  
CREATING AN ENVIRONMENT WHERE TRUST, COMMUNICATION, AND COOPERATION THRIVE  
PRACTICAL STEPS TO TURN DIFFICULT TEAM INTERACTIONS INTO GROWTH OPPORTUNITIES

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