

Corporate Training
239-433-6963

Department of Corporate Training

How to Deal with Difficult People

- Never again fall victim to those who love to make life miserable for the rest of us.
- This is a half day of intensive training with immediate payback.
- Learn to take the offensive against know-it-alls, dictators, snipers, gripers, "yes" people, "no" people, and all of the other contrary characters you confront every day.
- Attend this class and gain the communication skills you need to "de-stress" all of your difficult relationships, on the job and off.

Learning Outcomes: This four hour workshop will enable attendees to:

- **You'll learn why they act the way they do.**
- **You'll find out exactly what to say in specific situations.**
- **You'll become less of a target for their barbs and antics.**
- **You'll see how to bring out the best in offenders**
- **And much more**

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