

Conflict Resolution: Dealing with Difficult People

The easiest way to deal with difficult people is to stay as far away from them as you can, suggests Robert Bramson Ph.D., organizational psychologist.

Great advice for those who work by themselves at home; it's a doable option. But the vast majority of people can't avoid interactions with a wide range of personality types, including some who are inconsiderate, stubborn, incorrigible, inappeasable, indecent, or downright sleazy. In fact, success sometimes depends on your ability to work well with all the above.

Workshop Benefits:

- Recognize how your own attitudes and actions impact on others
- Find new and effective techniques for managing negative emotions
- Develop coping strategies for dealing with difficult people and difficult situations
- Identify those times when you have the right to walk away from a difficult situation

What Will Be Discussed?

- ✓ Reciprocal Relationships
- ✓ Dealing with Change
- ✓ The Agreement Frame
- ✓ The Ten Commandments of Change
- ✓ Preventing Problems
- ✓ Dealing with Problems
- ✓ Causes of Difficult Behavior
- ✓ The Five-Step Process
- ✓ Changing Yourself
- ✓ Negative vs. Positive Interactions
- ✓ Why Don't People do what They Are Supposed To?
- ✓ Managing Anger
 - Guidelines for Assertive Anger
 - Some Lessons from the Works of Others
- ✓ De-Stress Options You Can Use Right Now!

