

"Ninety-nine percent of the failures come from people who have the habit of making excuses." - George Washington Carver

Managing Difficult People

A skill development program focused on helping you **manage difficult and challenging people.**

Program Overview

This workshop provides you with the key knowledge required to interact and deal with people that demonstrate difficult and challenging behaviour.

This program will explore:

- How people interact and react to each other,
- The impacts of the various personality types,
- Developing assertiveness,
- The 21 difficult behavioural styles and how to deal with them.

The goal of this program is to provide specific strategies to enable you to deal more effectively when confronted by aggressive and demanding individuals. Participants will be provided with strategies to deal with each of the 21 most common challenging personality types in ways that can achieve a different outcome than would otherwise be possible. Additionally, key self-management concepts will be introduced to assist you in challenging situations involving difficult individuals.

For more information visit:

www.gaski.com/perform

or call: (905) 752-0366

Seating is limited - register early.

Main Topics

- Emotions and their effects on behaviour,
- Difficult personality types and their associated traits,
- Dealing with anger and hostility in the workplace,
- Assertiveness,
- Managing stress.

Learning Outcomes

- Gain a better understanding of behaviour styles and how to interact effectively with each,
- Understand the consequences of personal self-perception and how they affect situations involving difficult people,
- Understand the 21 difficult personality types and ways to assertively and positively deal with each.
- Recognize the framework that leads to anger and engage in strategies to minimize it.

This workshop qualifies for

**continuing education credits/hours or
professional development units/hours.**

For more details visit www.gaski.com