

Dealing With Difficult People

Whether you know it or not, it's fully within your power to bring out the best in people who are at their worst!

In this workshop we will:

- Learn how difficult people think, what they fear, and why they act as they do.
- Identify the most common “difficult behavior” patterns (The 10 Most Unwanted).
- Learn specific strategies to deal with each problem behavior on the “10 Most Unwanted List”.