

## TRAINING

This one-day workshop will show participants how to get along and work productively with everyone and learn how to demonstrate the necessary qualities that bring results from others. Participants will learn how to recognize behavior styles that cause difficulty and be able to apply learned skills to improve relationships, communications, and performance.

This workshop will be interactive and fun. Participants will understand the change process and how to become proactive, rather than reactive, in change situations.

## OBJECTIVES

At the conclusion of this training program, the participants will be able to:

- UNDERSTAND YOUR OWN PERSONAL BEHAVIORAL STYLE
- UNDERSTAND WHAT CAUSES PEOPLE TO BE DIFFICULT
- LEARN HOW TO WORK AS TEAMS
- DEVELOP AN ACTION PLAN FOR INTERACTING WITH PEOPLE

## TRAINING TOPICS

- What is your own behavioral style?
- Being aware of how your style both works and does not work for you
- Learn how your personal behavior style changes under stress
- What causes people to be difficult
- Finding strategies to cope with people whose styles differ from yours
- Putting profiles together and working as teams
- Realizing what a power struggle is
- Moving from power struggle to partnership
- Learn how to develop an action plan for interacting with people whose behavioral styles differ from yours



# DEALING WITH DIFFICULT PEOPLE

## ACTION PLANNING

Each participant will complete an action plan. They will commit to implementing 3 strategies or techniques discussed in the workshop that will allow them to manage change effectively and move towards becoming a change agent.

## CLASS SIZE

Maximum of 16 people per workshop

## EXPENSES

The Training Edge, LLC will be reimbursed for all reasonable travel expenses for airline and ground transportation, hotel accommodations, meals, parking, tips and shipping of materials.