



Mike Roberts
President, PDS

*Come spend a day with
Mike Roberts.....
A day you'll
Never Forget!*



Dealing With Difficult People In A World Of Opportunities

The goal of this workshop is for you to discover why difficult people act the way they do, and learn what to say and do in specific situations. By doing this you will become less of a target of the bullies, chronic complainers, yes people, no people, the dictators, the know it all's and many other dysfunctional behaviors.

Workshop Agenda

- The role of tact and skill in dealing with difficult people.
- Essential communication skills.
- Understand your behavioral style and the style of your difficult person.
- Discovering the power of assertive communication.
- Conflict resolution techniques.

Experience These Benefits

- ✓ How to work with negative people.
- ✓ Learn how difficult people think, what they fear, and why they do what they do.
- ✓ The 10 most powerful words to use with a difficult person. These really work!
- ✓ How to keep people from pushing your "Hot Buttons."

"I am still receiving feedback from officers of the organization and others who were present that evening." "Everyone has been filled with praise for the humorous yet insightful way you discussed Dealing With Difficult People In A World Of Opportunities."

Sally Jacunski, Program Committee
DSC Communications