

Coping with Difficult People

Strategies for dealing with six difficult personalities.

For your business needs on: Communication Skills, Conflict Resolution, and Teamwork

How -To Training Points: Part I

- How to get Know-It-All to actually listen
- How to uncover The Staller's real objective
- How to appropriately inform The Sniper that snide remarks are always out of line.
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How -To Training Points: Part 2

- How to turn a complainer into a problem-solver
- How to get the Super-Agreeable to make a strong agreement
- How to save arguments with a tank

There are ways you can survive difficult people at work! ***Coping with Difficult People*** explains six different personality types that could prevent you from doing your job adequately, and what to do to gain cooperation. This two-part video series, based on the best-selling book, ***Coping with Difficult People*** by Dr. Robert M. Bramson, will give your employees the skills necessary for dealing effectively with the hard-to-handle people in their lives.

The video series presents six types of difficult people and the techniques to deal with each. While no one fits into a specific category at all times, characteristics can be identified and dealt with effectively.

Video Synopsis

The first video shows specific examples of The Know-It-All Expert, The Staller, and The Sniper. The Know-It-All Expert doesn't see the need to listen to others because of his overpowering confidence and superior knowledge. The Staller is in perpetual conflict, one hand she likes to feel certain that every job will be a quality job and on the other hand, she doesn't want to hurt anyone. The Sniper makes critical remarks and sometimes uses humor to mask his intent.

The second video shows specific examples of The Tank, The Super-Agreeable, and The Complainer. The Tank is the most resented type because he puts others down as a way to create a sense of superiority and self-importance. The Super-Agreeable uses her charm to make others feel approved and has an extreme need to be liked. The complainer has a strong sense of what ought to be and wants someone else to solve her problems.

The video shows how to deal with the above difficult people by following these steps: control your response, listen and acknowledge what they say, focus on problem solving and deal directly with the behavior.

Video length: Part I: 20 Minutes, Part II: 19Minutes

Training package includes:

- Video
- Training Leader's Guide
- How-To Book *It's a Jungle Out There! And Assertiveness Skills*

Pricing Information:

Part I:

5 Day rental: \$195

Purchase: \$745

Part II:

5-Day Rental: \$195

Purchase: \$745

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