

Winning with Difficult People™

MISSION:

How you can say to the Most Difficult Person in Your Life, “Come and Get Me!”

YOU WILL LEARN HOW TO:

- ▶ Integrate a winning strategy for today with the most difficult person in your life.
- ▶ Communicate successfully with tough Customers.
- ▶ Truly understand what motivates difficult people.
- ▶ Identify the difference between difficult behavior and chronic illness.
- ▶ Master the Art of Questions
- ▶ Discover the most common mistake people make that grows into conflict
- ▶ Identify the difference between attitude and behavior
- ▶ Discover Coaching Strategies
- ▶ Cool down angry people
- ▶ Apply 7 tips for Sane Living

SEMINAR ATTENDEES SAY IT BEST:

“By learning about myself - what type of person I am under stress - I can now relate better to others. I’ll definitely use this information.”

– *Lori Schmidt, Clerk, Transport Canada, Richmond, BC*

“Everyone can come out a “winner” by utilizing this program. Valuable information to go over periodically to reinforce using it until it becomes a habit.”

– *Kris Gamrua, Charge Nurse, Hoag Hospital, CA*

“I went downstairs to incorporate these ideas and see if they worked (on our break). I identified my difficult person, their behaviors that bother me, thought about how I react to them, and made a decision to change how I relate to them. Asked about them, genuine with concern, and she replied warmly, surprised I asked and thanked me for asking. What a change! What a gift. But it had to start with me!”

– *Pamela Cappelletti, Sutter Health, CA*

