

## Session 7

# How to Handle Difficult People

An old saying states, that man masters nature, not by force, but understanding. There may never be an end to meeting difficult people, but there can be freedom from the conflict and confrontation you often experience during the meeting. ***How to Handle Difficult People*** is a one-hour TeleSeminar designed to give you better understanding about the challenging people in your life. This dynamic “***Power Lunch***” can help you turn conflict into chemistry, turn an enemy into an ally, and help you turn the obstacles in your personal and workplace relationships into opportunities for success.

### **In this Powerful One-Hour TeleSeminar attendees will:**

- Discuss why difficult people are difficult. (The answer may be eye opening.)
- Explore how attitudes and behaviors either create a clash or cooperation
- Review problem techniques others use and why they choose to use them
- Determine if you are rewarding or punishing a person’s poor behavior
- Learn how to create a win-win scenario with others
- Walk away with a step-by-step method for delivering a concise message that motivates others to your way of thinking
- Receive techniques guaranteed to empower you to handle this difficult types effectively:
  - The Put down artist
  - Complainers
  - Bullies
  - Know-it-alls
  - Negative attitudes
  - Liars
  - And many more ideas

