

WHEN IT COMES TO
YOUR EMPLOYEES'
ABILITY TO HANDLE
DIFFICULT
INTERACTIONS AT
WORK, THE STAKES
COULDN'T BE HIGHER



Interactions with difficult people will never go away. Do your employees have the interpersonal savvy to deal with difficult behavior?

Handling difficult and disruptive people is a normal aspect of everyday business operations. These may be our co-workers, people we manage, our boss, or outside of work, family and friends.

Yet, many employees do not possess the fundamental interpersonal skills to master dealing with difficult emotions within themselves or others. Some of us have a natural tendency to avoid dealing with difficult people. Other people enjoy a good fight. But neither approach is the correct way to deal with conflict.

Equipping your employees with the essential interpersonal skill sets can increase productivity, raise morale, increase retention, and create a supportive working environment where everyone can give their best and thrive. Not only does employee satisfaction increase and provide the ingredients to developing a high-performing team but it can have a positive impact on one's wellbeing.

AN INVESTMENT IN YOUR EMPLOYEES:



Increases
Performance



Retains
Talent



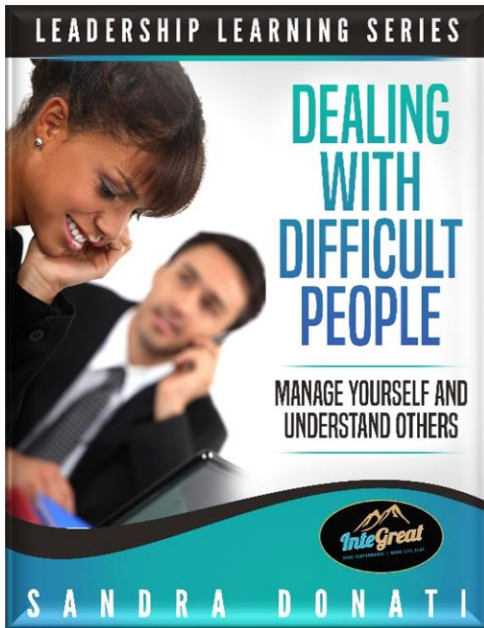
Drives Creativity
& Innovation



Creates better
Collaboration



Workshop Handbook



WHO SHOULD ATTEND?

Executives

Managers

Team Leaders

Individual Contributors



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Dealing with Difficult People, Manage Yourself and Understand Others Workshop will teach participants how to develop the interpersonal skill sets to effectively deal with difficult people.

Implement my Dealing with Difficult People **virtual** workshop today. I have designed engaging participant materials, discussions, and learning activities that teach participants the following key concepts:

- Learn how to identify types of difficult people, their behaviors, and their intents.
- Apply strategies to deal with difficult behaviors.
- Reflect on one's own attitudes and behaviors.
- Develop an action plan to deal with challenging individuals in the future.

After the workshop, participants will increase their insight into what drives difficult emotions and what can be done to effectively manage it when it occurs. They will have a greater understanding of themselves to reflect on their own behaviors, attitudes, bias, and beliefs.

READY TO GET STARTED?

Here's how to implement a successful conflict resolution workshop in three easy steps:

1. Decide – I'll help you decide who gets the training and why.
2. Prepare – I will customize your workshop to exceed your expectations.
3. Deliver – I will deliver the training in a fun and engaging way that will help make the learning stick.

Sandra Donati, EdS, is a faculty member at American University's School of Public Affairs where she teaches graduate level courses in public management and policy. Sandra is the President, InteGreat Peak Performance. Work. Life. Play. LLC, specializing in organizational leadership development, employee engagement, change management, consulting and coaching with over 700 coaching hours. Prior to her retirement in 2018, Sandra was the Provost, Leadership Academy at the Pentagon Force Protection Agency (PFPA) responsible for the design and launch of the leadership academy in 2014. Her work at PFPA focused on leading change in a complex environment and teaching all levels of PFPA leaders from her Aspiring Leader Program, Leadership in Police Organizations Program, and executive level development program where she taught and graduated over 200 students.

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