

# Continuum



## Communication Skills for Work and Life: Dealing with Difficult People

### *Who would gain from this presentation:*

- *Customer service people.*
- *Any managers/supervisors/employees.*
- *Companies wishing to improve communication.*
- *Companies who value diversity.*

Whether you are a manager, supervisor or frontline employee, there are always opportunities to improve communication. Effective communication is the key to any successful relationship; while ineffective communication is the primary reason relationships break down. Just as employees learn the technical requirements of their jobs, they must also learn to talk with and listen to each other effectively. Often, communication problems occur when people communicate unclearly, and listeners don't pay attention.

From complainers to pessimists, and know-it-alls to angry customers; we all have to deal with difficult people from time to time. In this seminar, participants will explore ways of removing the barriers that stand in the way of effective communication. An effective communicator is able to read the situation and acknowledge the needs of the difficult person, and deal appropriately with the difficult behavior. Removing obstacles allows important issues to be addressed and resolved.

### *What People Are Saying About **Dealing With Difficult People**:*

*"I recognized myself and others. The information was very helpful."*

*"Effective listening makes a difference."*

*"Dynamic speaker!"*

*"Very helpful and informative (better than all previous training on the subject)."*

*"I like the discussions."*

*"I like knowing the various types of difficult people and how they behave."*

*"Presentation method kept audience involved."*

*"Each type of person he discussed, I was able to think of someone I know."*

*"I liked the great examples of real-life situations."*

*"I'll remember that I'm dealing with a behavior not a personality."*

*"Not Boring!"*