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Difficult People Made Easy - Think Learn Succeed

Difficult People Made Easy 1 Day Difficult behaviour happens in every workplace Your job is to handle it professionally Hear how to respond assertively even when others' words catch you by surprise Learn what to do when other people behave in challenging ways

Dealing With Difficult People in the Healthcare Setting

As a result of this program, you will learn to: • Identify difficult personalities • Deal successfully with each type • Manage your own stress in dealing with difficult behavior Program Outline 1 Identify Difficult People: Difficult or Different? 2 Signs that you are Getting Hooked into the Difficult Behavior Cycle 3 Disengaging and

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DEALING WITH DIFFICULT AND DEMANDING STUDENTS

difficult people can also serve a positive purpose Think of them as teachers, and the lessons they share are all about you Every encounter teaches you about your own strengths, weaknesses, hot buttons, and boundaries Once you learn the lesson, difficult people cease being a problem in your life You are a teacher too; you teach others how to

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Agenda - Constant Training

Title: Agenda Author: Janet L Scott Created Date: 2/22/2011 3:46:14 PM

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