

Business Basics: Dealing with Difficult People

A highly informative and interactive workshop where you will increase your understanding and ability to handle difficult people in any area of your life.

Difficult people are inevitable, and we encounter them in every area of our lives. While we are capable of choosing our friends, we cannot always choose those who we work with. The diversity of people in the workplace provides a unique challenge for employees, supervisors and managers alike. "Handling Difficult People" was designed to address this challenge and increase your ability in handling difficult personalities.

- Three basics to effective interactions
- Communication and assertiveness tips
- Listening skills
- What is your role in interactions?
- Coping mechanisms
- 10 types of difficult people
- Understand why a behavior occurs
- Learn specific techniques regarding how to work with each type
- Develop skills to interact with anyone

All human behavior is purposeful. With the skills you will develop in our interactive three day workshop, you will increase your confidence in your ability to handle whatever is thrown your way. The skills gained in this workshop will assist you throughout your career for years to come.

Invest just three days with us to develop skills that will benefit you for a lifetime!

Workshop details:

Three days at the Fredericton Inn. Lunch and nutrition breaks provided, as well as a certificate of attendance.

Financial investment:

\$695*

Early bird special:

Pay only \$670* when you book by October 1st, 2010.

*Plus 13% H.S.T.

AS WELL, register for all 3 courses and we will deduct a further 10% off of your total!

Print off the following registration and mail it with your check(s)* to:
ADIAN Collaborative
Resolution Solutions Inc.
527 Dundonald Street,
Suite 172
Fredericton, N.B.
E3B 1X5

*Please make all check(s) payable to ADIAN Collaborative Resolution Solutions Inc.



Workshop Registration Form:

Name: _____

Organization: _____

Mailing address: _____

Phone: _____

Email: _____

(Email or phone number required to provide further workshop details or any changes.)

Do you have any food allergies we should be aware of?

I am registering for:

- The Art of Communication: \$495*, early bird \$470* by September 1, 2010
- Handling Difficult People: \$695*, early bird \$670* by October 1, 2010
- Business Basics: Effective Strategies for Successful Meetings: \$695*, early bird \$670* by November 1, 2010

*Plus applicable 13% G.S.T.

Please make all checks out to:
ADIAN Collaborative Resolution Solutions Inc.
and mail to:
527 Dundonald Street, Suite 172
Fredericton, NB
E3B 1X6

Signed: _____

Date: _____