

Since Strangling Isn't an Option...

Strategies to Deal with Difficult People

Presented by DENISE LA MERE

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DATE

February 23, 2011

LOCATION

Southtown Office Park Building
8120 Penn Ave South
Minneapolis, MN 55431

COST

\$150 per person

COURSE INCLUDES

Course booklet and materials
Light breakfast

SCHEDULE

8:30AM - 12:00PM
8:30 : Check-in, Networking,
light breakfast
9:00 am : Session Start

About the Workshop

Do certain people have you gritting your teeth, biting your tongue, and (metaphorically, at least) banging your head against the wall? Do you feel like you're expending too much energy either engaging in conflict or desperately trying to avoid it? There really are better, easier ways to deal with difficult people—and this workshop will help show you how.

In this session, you'll learn:

- Why dealing with a difficult person doesn't have to ruin your day
- The habits that cause continued conflict—and the techniques that can turn things around
- How developing an "attitude of gratitude" can smooth the way
- Specific tactics to cope with specific personality types

ABOUT THE PRESENTER

Denise La Mere is an inspirational human capital leader who applies innovation and unconventional thinking to all she does. Currently consulting on a major retail supply chain transformation, Denise combines deep HR knowledge with methodologies in psychology, leadership and change to create useable processes that help businesses and teams succeed.