Dealing with **Difficult** People

**LIMITED SEATING, DON’T MISS OUT ON THIS POPULAR WORKSHOP!**

People are complicated, and often behave in difficult and challenging ways when they are upset or frustrated. Learn how to handle difficult people and situations **professionally**; whether they be clients, customers, suppliers, employees or co-workers. You will learn about challenging personalities, and the skills you need to develop to get at the **real** problem and resolve it.

**Tuesday, November 6, 2018**

9:30 – 11:30 AM

Our trainer, Neil Dunsmore, is not only a former business owner - but also a former Corrections Officer and Hostage/Crisis Negotiator. He will share with you tips and techniques to deal with difficult people, and how to avoid the trigger; both yours and theirs. You won’t need a gun, but you will need a plan to quickly recognize these situations, neutralize them, and minimize their effect on your life and your business!

Pre-registration required/$35 per person

“No Charge for Business Excellence Training Program Clients”