

# Dealing with Difficult People – for Supervisors and Managers

## Half Day Workshop **\$349**

Organizations are made up of a variety of individuals, with different perspectives, styles and approaches. Dealing effectively with difficult employees, coworkers, managers, customers or clients is challenging, but an effective interpersonal skill for holding people accountable for their actions.

In this session you will learn how to improve the work environment for your employees by addressing the problems that a difficult individual is causing for your team.

This half day session will cover:

- The primary challenges of difficult conversations
- Behaviours that are difficult to deal with
- How values and emotions impact difficult conversations
- The importance of interactive listening
- Applying an effective model for difficult conversations

And participants will have an opportunity to practice and applying the new learnings in having effective conversations with difficult people.

## To Register

[www.peoplefirsthr.com/upcoming-events](http://www.peoplefirsthr.com/upcoming-events)

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