



# STEVE FRIEDLAND ASSOCIATES

MANAGEMENT CONSULTING • EXECUTIVE COACHING • TRAINING

Post Office Box 709, Sudbury, MA 01776 • 508.786.9833 • www.stevfriedland.com

## Being Effective with Difficult People and Their Behaviors

This workshop provides participants with key knowledge, skills, tools, and resources to learn how to effectively deal with difficult people and their behaviors. Participants learn how their choice of behaviors and attitudes can impact others, influence of one's diverse style of communication on interpersonal relationships, and communication 'scripts' or other behavioral actions for setting professional boundaries with difficult people.

### *Key topics include:*

- Identifying difficult people and their specific behaviors
- Understanding diverse communication styles role in interpersonal relations
- Cultural and gender issues in setting boundaries with difficult behaviors
- Managing disagreements and conflict
- Response options for dealing with anger, hostility or other difficult behaviors

As a result of this workshop, participants will learn how to more effectively handle, communicate, or respond to difficult people and their range of specific challenging behaviors.

**CORE COMPETENCIES: Communication, Conflict Management, Customer Service, Influencing, Managing Professional Boundaries, and Problem Solving,**

© 2011 Steve Friedland Associates. All rights reserved.

*“Great workshop! I’ve attended other workshops on ‘setting healthy boundaries’ only to end the day muttering to myself “...must set healthy boundaries...how hard can that be...just set healthy boundaries...” But your ‘examples, scripts, and demonstrations’ taught me something concrete. I could imagine myself saying those words, I could imagine myself standing-up for myself, and maintaining control without blowing a gasket!”*

*--Wendy Carnemolla, Vocational Counselor, Humboldt County HHS*