



MANAGING DIFFICULT PEOPLE EFFECTIVELY

Formats Available:
Keynote, Breakout
Sessions, Teleseminar,
Half Day & Retreat
Programs.

Key Objectives:

- Understand types of behavior
- Feel more in control.
- Minimize discord
- Know when to hold, fold or speak out
- Give honest feedback
- Manage your responses
- Make requests that get results

**May be followed by
executive coaching for
individuals & teams.**

Every now and again you meet a seemingly 'impossible' person.

If you happen to be working with hostile customers or co-workers, indecisive bosses, overly agreeable subordinates or anyone you would call 'difficult', this program is for you.

You cannot always walk away from work and home situations you share with those you consider 'difficult'. So, the wise thing to do is to learn skills and strategies for managing these people, situations and behaviors. **That is the only way to maintain your sanity...and your cool. It may even save your job!**

Learn how to manage:

- complainers
- intimidators
- hostile, aggressive people
- sullen, silent types
- negative folks
- know-it-alls
- rebels
- slave-drivers
- empire builders
- ...and even the super-agreeable!

Participants say...

"Rhoberta is an excellent speaker - she was sincere and easy to relate to"
- Participant in Camp Pendleton's Civilian Leadership Development Program

"You focused on being genuine in your communication. I loved the integrity of your responses in the examples you gave."
- C. Nordahl, Business Owner, New England

Dr. Rhoberta Shaler solves people problems at work. She trains and coaches professional service providers worldwide who are committed to investing in their greatest asset... *their people.*



An expert facilitator, Dr. Shaler helps executives & entrepreneurs develop the effective communication skills they need to have powerful conversations that reduce conflict, build trust, and streamline negotiation. Clients say that Rhoberta Shaler, PhD, is "a gentle, effective and enthusiastic teacher" who is "down-to-earth while knowledgeable, practical, energetic...and humorous." An acclaimed and popular keynote speaker, her light-hearted approach and value-packed content help audiences quickly grasp valuable skills & strategies. Author of over a dozen books & audio program, Dr. Shaler has built a worldwide community through her website, ezines, seminars & teleseminars at www.OptimizeInstitute.com .