



The Most Challenging Communication Scenarios

In every workplace you are likely to encounter people with various levels of maturity, communication skills, enthusiasm and self-reliance. This workshop will help participants to identify difficult behavioral patterns and to employ effective methods for addressing them. Rather than simply ignoring problematic behaviors, adopting pro-active, practical strategies and responses can bring out the best in coworkers and colleagues.

Participants will learn to:

- ◆ Distinguish between **difficult** behavior and **different** behavior.
- ◆ Identify the positive intent in negative actions.
- ◆ Pinpoint and manage the sources of others' perceptions.
- ◆ Develop strategic approaches to communicate effectively.
- ◆ Reveal reasons for difficult behavior in coworkers or bosses by diagnosing the motivations behind it.
- ◆ Halt gossip and backstabbing.
- ◆ Handle office politics effectively.
- ◆ Deal effectively with challenging personality types.
- ◆ Use seven basic steps for dealing with any negative behavior.
- ◆ Win the loyalty and support of coworkers who exhibit difficult behavior.
- ◆ Manage conflict and remain cool in heated encounters.
- ◆ Keep disagreements from escalating into arguments.
- ◆ Develop creative ways to bring out the best in co-workers and colleagues.

Participants say:

Terrific strategies for handling difficult behavior, while keeping the communication channels open!

A new way of communicating in tough situations!

I will be a much better supervisor now. No more battles with employees!

Unleashing the Communication Potential of Individuals and Organizations.[™]
