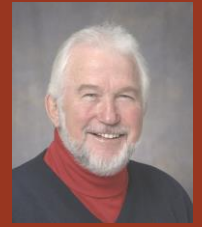


# Dealing with Difficult People in Today's Workplace



## Insights for Effective Handling of Conflict Situations in Today's Challenging Workplace

- > Reduce stress at work
- > Deal better with aggressive behavior from others
- > Improve your ability to Say No when you should
- > Deal better with conflict

## What You Will Learn

1. Individual behavioural and motivations insights
2. Stress management techniques
3. Assertiveness skills
4. Five Conflict handling modes
5. Individual improvement strategy

## Unique Workshop Feature

Talent Insights Assessment - This report will provide valuable insights into your individual behavior and emotional strategies. Sample: <https://neely-training.com/wp-content/uploads/2018/05/Talent-Insights-Driving-Forces-Sample.pdf>

## Participant Comments from Earlier Versions

1. *Dave took our real situations as the case studies, making it much more meaningful*
2. *Very informative and valuable. Dave made everyone comfortable and participative*

## About the Facilitator

**Dave Neely** is a Kingston-based trainer and coach. A former IBM trainer, he has been an independent training consultant since 1988. He will share what he has learned about how to be more positive and effective in today's challenging work environment

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Website [www.neely-training.com](http://www.neely-training.com)

## Who Should Participate

- > Anyone who interacts with others who are negative
- > Anyone who tends to be either withdrawn/passive or aggressive in conflict situations

## Note:

- > Seating is limited to 15 participants to maximize individual learning

## In-house customized workshops available

## Price

**Individual \$425**

**Group Discounts** – based on group size

## Dates

The next scheduled dates are on three successive mornings from 8:30 to noon on May 17,24,31 and again on June 10,17,24 2022

There is also an ongoing waiting list for future dates

## Using ZOOM

A webcam, I-phone or laptop is needed