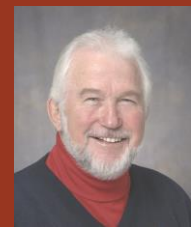


# Dealing with Difficult People in the Workplace



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

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

## What You Will Learn

1. How and why people behave the way they do
2. Stress management techniques
3. Assertiveness skills
4. Five Conflict handling modes
5. Individual improvement strategy

## Unique Workshop Feature

Behavioural Assessment - This report will provide valuable insights into your individual behavior, motivation and emotional strategies.

**Sample** [https://neely-training.com/wp-content/uploads/2023/11/Neely\\_Dave\\_TriEOmanc\\_11097227usCOLE-369-1.pdf](https://neely-training.com/wp-content/uploads/2023/11/Neely_Dave_TriEOmanc_11097227usCOLE-369-1.pdf) Suggested Retail cost of this assessment is over \$500

## 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

**For More Info: D.K. Neely & Associates (613) 546-6532**

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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 Anyone who tends to be either withdrawn/passive or aggressive in conflict situations

## COST

**\$400, plus HST per participant**  
**Call for customized in-house details, online or face-to-face sessions**

## ONLINE PUBLIC SESSIONS

**3 weekly afternoon sessions**  
**1:00 to 5:00 pm using ZOOM**

## Scheduled Workshops

- > May 16,23,30
- > Fall dates TBA

**Register soon, as space is limited to maximize interaction**

**NOTE: You can join a waiting list for future dates**

## USING ZOOM

**A webcam, PC or laptop is required**

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