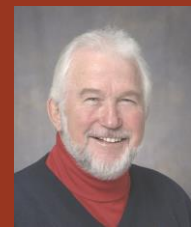


Dealing with Difficult People in the Workplace



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 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

Email dkneely1@outlook.com

Website 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Anyone who tends to be either withdrawn/passive or aggressive in conflict situations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
*** May 16,23,30**

Register soon, as space is limited to maximize interaction

NOTE: We have a waiting list for future dates

USING ZOOM

A webcam, PC or laptop is required

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