




NOT THEM AGAIN!

Dealing with Difficult People

NOT THEM AGAIN! Is something we all say when those “difficult people” show up in our lives. Dealing with difficult people isn’t just confined to the workplace – they’re *everywhere*. How can we successfully manage interactions with people whose behavior drives us crazy – without going crazy ourselves, being a doormat, or resorting to violence?

NOT THEM AGAIN! is an interactive 60-minute workshop in which you will learn how to effectively manage interactions with difficult people:

-  **BEHAVIOR CYCLE**
-  **PERSONAL TRIGGERS**
-  **FEEDBACK MODEL**

You’ll learn some quick tips and techniques that you can use immediately to lower your stress level while encouraging positive behavior change. You can’t afford to miss this workshop.

FOR INFORMATION ABOUT OFFERING THIS **FREE** WORKSHOP TO YOUR PROFESSIONAL ASSOCIATION, PLEASE CONTACT:

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