

Carol Price
“Professionally Speaking”

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A Different Kind of Speaker
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Program Title		“They Make Us Crazy”	
Hours	3 - 5	Presentation Format:	Microsoft PowerPoint
Course Description		A program centering on specific strategies to deal with “those” people who seem so different to us. They think differently, they act differently, and often they are just plain different! When we master the delivery methods that work best for THEM – we usually get better results.	
Highlights		Never again fall victim to those that make life miserable for you! This program will help you gain the communication skills you need to deal with different (and difficult) people on the job and off.	
Special Points		Participants will: <ul style="list-style-type: none"> • Learn how to make “their” styles compatible • Discover ONE reason they may not respond well to you • Analyze what they really want from each of “them” • Become less of a target for their “unacceptable” behavior • Learn why people are the way they are • Analyze emotional roadblocks • Discuss behavior strategies • Learn how to maximize team building processes and achieve “FAIR-FAIR” relationships • Learn methods to reduce stress associated with conflict 	