

Handling Difficult People and Situations

The people you need to work with effectively may be outside your office or in the next office, and you may not always see eye to eye. Even if you have strong interpersonal skills and common goals, conflict can happen. Make sure you know how to find common ground, calm emotions, and forge a productive path forward. Topics include:

- The difficult people in your life
- How you see and hear difficult people
- The power of a difficult person
- Making a plan and finding the words
- Leading a difficult person to a better outcome

Instructor: ExecuTrain

Dates: Thursday, July 28

Location: Conference room 1CR5 (1st floor) in Plaza IV – Washington Group Complex (Tax Commission office)

Hours: 7