

# Conflict Resolution: Dealing with Difficult People

Edward Deming, the father of quality management, has said that people can face almost any problem except the problem of people. They can work long hours and handle losses, but they can't deal with the difficult people in their lives. This workshop will help participants identify some of the ways they may be contributing to these problems and provide some strategies they can adopt at work and in their personal lives.

## How You will Benefit:

- Recognize how your own attitudes and actions impact on others
- Find new and effective techniques for managing negative emotions
- Develop coping strategies for dealing with difficult people and difficult situations
- Identify those times when you have the right to walk away from a difficult situation
- Learn some techniques for managing and dealing with anger.

## What We Will Cover:

- ▶ Interactions with others
- ▶ Reciprocal relationships
- ▶ Dealing with change
- ▶ The five-step process
- ▶ Managing your anger
- ▶ Managing other people's anger
- ▶ Why don't people do what they are supposed to do?
- ▶ Causes of difficult behavior
- ▶ De-stress options

**Wednesday, October 28, 2009**  
**8:30 a.m. – 4:30 p.m.**  
**1290 Ridder Park Dr.**  
**Guadalupe Room, first floor, south building**

## What's Included in the Course?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

**FEE: \$75.00**

## Registration:

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#### Online Registration:

<http://santaclara.k12oms.org/>

Search by workshop date and following the onscreen instructions. For more information, contact Debbie Boer extension 6698.

