

Dealing With Difficult People

This workshop is designed for anyone interested in improving his/her ability to manage emotions and communicate effectively while dealing with difficult people. The focus of this course will be on learning to choose our reactions rather than just reacting. Albert Ellis' theories will be introduced and used in creating response to hostile situations. Eighteen different personality types will be explored.

As a result of attending this workshop, participants will:

- Introduce participants to the causes of angry behavior
- Identify twelve behavioral style differences
- Create an understanding of proactive versus reactive responses
- Define assertive, nonassertive, and aggressive behavior
- Discuss three levels of communication
- Provide strategies for overcoming aggressive or nonassertive behavior

