

# Dealing Effectively With Difficult Personalities

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There it is again — that feeling of dread, despair, or maybe just annoyance that accompanies having to work with (or around) someone whose personality clashes with yours (maybe everyone else's, too!). It can stifle your creativity, splatter your focus, rob the team of momentum, and drain your enjoyment of the day. These people are part of life. You find them in the workplace, next door, even in your family. This workshop is designed to give you practical keys and principles for staying in control of challenging situations and your own thoughts and emotions.

## **This workshop will help you**

- Soothe the savage beast
- Disarm the passive saboteur
- Keep a clear focus with a rambler
- Get rid of that knot in your stomach
- Not get sucked into a no-win argument or situation
- Learn a few simple techniques that will help you deal with **any** personality type
- *Learn from* rather than *relive* past conflicts
- Help problem personalities without becoming their therapist
- Avoid becoming a problem personality *yourself*



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