



2HOURS Online PERSONALITIES AND DIFFICULT DISPUTANTS MASTER ART TO TALK TO PEOPLE

designed by



The training is offered in a hybrid on-line format with a combination of live training through zoom with the use of white board and PPT all shared live. The instructor will share real case and advance materials with the participants. Advance materials will be shared with the participants.

Recognize the personality of the individual is a turning point when dealing with people in both private and business settings, even more when dealing with difficult personalities. The personalities of people are play a main role in the interactions.

Learn to recognize personalities and knowing effective techniques when dealing with them is the main skill sets that each person should have to be effective in private and professional settings. Negotiators, Problem Solvers, Mediators and just all individuals that work and deal with others need to know how to interact with people effectively and productively.

Recognized, connect and manage difficult people is the “secret” to be able to bond and have an effective interaction and reach the final result. In this course you will learn how to work with people and how to deal with difficult people with practical techniques.

CHAPTER 1

1. Dealing with difficult parties
2. Techniques to use with difficult disputants

CHAPTER 2

1. Types of personalities
2. Difficult and high conflict personalities

CHAPTER 3

1. How to manage conflicts and confrontations
2. Techniques to use with difficult disputants