

COMMUNICATING WITH CHALLENGING PERSONALITIES

We've all had to interact with an insufferable co-worker, client, or vendor. Some people just have the talent for getting under your skin. But, in a place of business, the worst thing you can do is lose your control. This course will provide you a list of techniques guaranteed to help you communicate with different and challenging personalities by diffusing potentially explosive situations in a positive way.

IN THIS COURSE, YOU WILL:

- Learn how to pinpoint and deal with the most challenging types of people
- Learn how to manage your emotions under emotions under pressure
- Learn how to go from conflict to resolution
- Find new and effective techniques for interacting with challenging people
- Develop coping strategies for dealing with challenging people and difficult situations

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COMMUNICATION
SKILLS

Class Format:

On-site & Virtual



ENROLL TODAY!

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