

## SELF-CARE WHEN DEALING WITH DIFFICULT FOLKS

**Audience:** People in the service industries, supervisors, and any people who, in their work, encounter rude, demanding, critical people.

**Description:**



There are two aspects to dealing with unpleasant people: the first is making sure you are in a good place and “protected” in a variety of ways from the effects of their behavior; the second is handling them in ways that can defuse the situation. This workshop mostly aims at the first aspect, because if you are not in a solid place yourself, any “dealing” techniques fly out the window and can even intensify the situation. Some training provided in the “Assertiveness Not Aggressiveness” workshop forms part of the skills included in “dealing “ techniques.

This workshop blends aspects of stress management, relaxation techniques, and listening skills in a unique approach to developing inner strength to withstand the debilitating effects aggressive, negative and uncooperative people can have on us.

**Format:** (in order of recommended time allotments)

One 5-hour (1 day) workshop

One 3-hour (1/2 day) condensed workshop.