



DALE CARNEGIE®
TRAINING

Visit us at www.dalecarnegie.com/difficult
or call us at 800.231.5800

Take the stress out of your dealings with the bullies, blamers, complainers, whiners, naysayers and all those other problem people who make work miserable for the rest of us.



HOW TO USE DALE CARNEGIE HUMAN RELATIONS SKILLS TO DEAL WITH DIFFICULT PEOPLE

Let the experts from Dale Carnegie show you *How to Win Friends and Influence People* – even the difficult ones. Learn quick, effective techniques to turn problem employees into more productive team players.

Just \$199 per person

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That will never work.

We tried that before.

This company doesn't know what it's doing.

Yeah – sure – I'll get to it tomorrow.

How many times have you heard sentences like these and, without even looking, you know who said them. They come from your difficult co-workers, the people who throw cold water on every hot idea, who never follow through, who have the only "right" opinion on every issue. Their problem behavior destroys morale, kills productivity and makes life miserable for you and everyone around them.

Wouldn't work be a lot more productive and less stressful if you could turn these difficult people around?

How to Use Dale Carnegie Human Relations Skills to Deal with Difficult People

We'll show you how to use specific, proven Carnegie techniques to stop bullies in their tracks, gain cooperation from adversaries, get passive-aggressives to engage and put an end to the whining. You'll learn to match the exact Carnegie principle to each situation so you always know what to do and say to turn off difficult people before they get started.

Who should attend

Managers, supervisors, team leaders, project managers – everyone who wants to prevent difficult behavior from destroying morale and productivity.

As importantly, you'll examine your own behavior to see what you are doing that enables problem people. You'll see how to stop being any easy target – a victim – for those people who seem to delight in making life miserable for everyone else.

Through his landmark work, *How to Win Friends and Influence People*, Dale Carnegie showed generations of people how to get along with each other. We can't promise that this seminar will turn your adversaries into friends but it will show you how to manage your relationships with them and the other difficult people in your life. Make work more fun, productive and rewarding. Register today for *How to Use Dale Carnegie Human Relations Skills to Deal with Difficult People*.

Team Discount

We offer a special group discount of 10% off for 3 or more participants in the same course. Phone 800.231.5800

Onsite Training

Seminars can be customized to meet your company's needs and conducted on-site. Phone 800.231.5800

Guarantee

Upon completion, if you are dissatisfied with a Dale Carnegie Training® seminar for any reason, we'll send you a prompt refund. No questions asked.

Transfer Policy

A registrant may transfer once without a transfer fee. Any additional transfers will be subject to a \$25 fee.

Cancellation Policy

Dale Carnegie Training® will give you a complete refund if you cancel up to two weeks before your seminar or course begins. Please note, however, that cancellations received less than two weeks before the seminar are subject to a \$100 service charge. In fairness to all attendees, confirmed participants who do not attend their scheduled sessions are liable for the entire fee.

Dale Carnegie Training® reserves the right to cancel any of its programs.

For more information or to register
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At this seminar, you'll learn how to

- Understand why difficult people behave the way they do
- Identify specific hot buttons for each personality type
- Turn complainers into doers
- Use the single, best way to win an argument
- Deal with the person who is always trying to show you up
- Prevent problem people from manipulating you
- Put bullies in their place
- Get the Silent-Sams to open up
- Handle people who say one thing to your face and another behind your back
- Cool down a confrontation with a problem associate
- Know when to back off
- Halt "creeping negativity" on your team
- Resolve conflicts quickly
- Know when to let the other person save face
- Hold people to their commitments
- Rid yourself of behaviors that turn you into a victim
- Avoid a sure way to make enemies
- Use Dale Carnegie's nine ways to change behavior – without creating resentment

Schedule

How to Use Dale Carnegie Human Relations Skills to Deal with Difficult People runs from 9am to 5pm.

Illinois	Chicago	Mar 10
Louisiana	Baton Rouge	Mar 22
New York	Buffalo/Niagara	Mar 14

Registration Fee **\$199**

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Dale Carnegie Training®
780 Third Avenue
New York, NY 10017

**Bulk Rate
Permit To
Go Here**

Program: 9:00 am – 5:00 pm Registration Fee: \$199

Four easy ways to register:

Phone: **800.231.5800**

Fax: form to **212.644.5532**

Mail: form to Dale Carnegie Training®, 780 3rd Ave., NY, NY 10017

Online: www.dalecarnegie.com/difficult

Seminar Registration Form

Name _____

Position _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

E-mail _____

Please indicate course location and date

City _____ State _____

Date _____

Please register the following additional people:

Name _____ Position _____

Name _____ Position _____

Bill my company Bill me

Payment enclosed (Check made payable to Dale Carnegie & Assoc.)

Charge my Visa MasterCard American Express

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Billing Address _____ City _____ State _____ Zip _____

Amount _____ Signature _____

Please send me a complete course catalog

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When it comes to human relations skills, we wrote the book



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