



DALE CARNEGIE®
TRAINING

Visit us at www.dalecarnegie.com

Tired of the antagonists, intimidators, complainers, passive resistors, blamers, nay-sayers and trouble-makers who waste your time, create conflict, destroy productivity and constantly put you on the defensive?

Learn how to go on the offensive, take charge and change their behavior for the better at

HOW TO TURN DIFFICULT EMPLOYEES INTO PRODUCTIVE CONTRIBUTORS

A new one-day seminar from Dale Carnegie Training®

Just \$189/person

Tough
 Demanding
 Contrary
 Irksome
 Stubborn
 Cranky
Uncontrollable

Call them what you will but these are the people who make your workday harder than it needs to be. They think the company can't do anything right. They're always ready to say "no." And they challenge you at every turn.

Wouldn't work be a lot more productive and a lot less exhausting if you could somehow turn these problem people around? Well, now you can learn how to at

How to Turn Difficult Employees Into Productive Contributors

This dynamic, new one-day seminar will show you how to use Dale Carnegie's proven human relations principles to transform dysfunctional behavior into useful work patterns.

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

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

You learn specific techniques to:

Put "intimidators" in their place

Get the "silent-Sams" to open up

Move the person who says "no" to everything to "yes"

Turn whiners into doers

Defuse anger before it explodes

Criticize behavior—and not be hated for it

Difficult people not only make work miserable for you and everyone around them, they also create conflict that destroys morale and kills productivity. Getting rid of them is hard because they are often the most litigious people you have. But there is a way to counteract their behavior and change things for the better.

To learn how, register for *How to Turn Difficult Employees into Productive Contributors* today.

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 visit us at www.dalecarnegie.com



Who should attend

Every supervisor, manager and executive who wants to stop dysfunctional behavior from creating conflict, destroying morale and killing productivity.

At this information packed seminar, you'll learn to

- Use Dale Carnegie's nine ways to change behavior—and not be hated for it
- Turn stubbornness into willingness
- Identify when difficult people are intentionally creating conflict
- Put a lid on chronic complainers
- Keep a level head when an employee is "out of control"
- Get the habitual nay-sayers to say "yes"
- Channel aggressive behavior productively
- Transform adversaries into allies
- Help the passive road blockers get with the program—or get out of the way
- Learn when to coach and when to counsel difficult employees
- Understand how difficult people disrupt the communication flow
- Handle chronic difficult behavior
- Win over problem employees to your point of view
- Get malcontents to buy into organizational goals
- Resolve conflicts quickly
- Manage dysfunctional behavior in groups
- Avoid the difficult employee's hot button
- Prevent problem people from manipulating you
- Put a stop to defensive behavior
- Keep difficult people from wasting your time and energy
- Cool down an emotional confrontation with a problem employee

HOW TO TURN DIFFICULT EMPLOYEES INTO PRODUCTIVE CONTRIBUTORS

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Seminar Registration Form

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When it comes to handling “tough” people, **we wrote the book**



Dale Carnegie Training® presents a new one-day seminar

HOW TO TURN DIFFICULT EMPLOYEES INTO PRODUCTIVE CONTRIBUTORS

Visit www.dalecarnegie.com

Learn to use Dale Carnegie's nine proven ways to change behavior for the better without creating resentment.

BRING THIS PROGRAM TO YOUR COLLEAGUES



If you believe others in your company could benefit from the experience you are having in this course, please give me the name and phone number of the appropriate person to call. I will personally follow up to acquaint him or her with the course and the ways we can customize the experience to fit the unique needs of your company.

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