How to understand and deal with the problem people in your life.

- Learn how to identify and handle the 10 most common types of difficult people
- How to minimize ... even eliminate ... the negative effects of difficult behavior
- How to turn confrontations into constructive steppingstones to conflict resolution
- How you can be a catalyst for changing difficult behavior
- How to avoid being caught off-guard by anticipating the negative actions of others
- Understand what really triggers difficult people to behave negatively
- How to overcome your fear of confrontation
- Recognize the important difference between difficult behavior that is only occasional and difficult behavior that has become a lifestyle
- Learn how to neutralize the typical tactics and weapons difficult people use
- Learn how to maintain your composure under fire

Enroll today online at www.NationalSeminarsTraining.com or call toll-free 1-800-258-7246

NATIONAL SEMINARS GROUP
PO. Box 419107
Kansas City, MO  64141-6107
A Division of Rockhurst University Continuing Education Center, Inc.
A Special Message From Senior Faculty Associate Joe Gilliam

Dear Friend:

Have you ever been left speechless or even felt like shouting or crying about the behavior of someone you work with? Someone you live with?

Let’s face it, all of us encounter difficult people in our daily lives. And, often we find ourselves dealing with the same kinds of hard situations time after time. It can leave you feeling frustrated and demoralized.

But it doesn’t have to be that way. You can learn to deal effectively with difficult people and tough situations through the powerful principles taught in our new workshop How to Handle Difficult People.

Who can benefit from this workshop?

We believe anyone who struggles regularly with the aggravation, frustration and pain of dealing with a truly difficult person will look back at this workshop with a real sense of satisfaction and gratitude! Do you dread certain situations at work or in your personal life because of the hostile or unresponsive encounters you have learned to expect? Do you feel powerless to cope with behavior that consistently leaves you depressed and defeated? We designed this workshop expressly to address those challenges … and many others!

But will it really help?

You’ll learn more from How to Handle Difficult People than you ever thought possible … techniques and guidelines you can implement the very next day! Did you know that a difficult person’s behavior is often a subconscious attempt to keep others off-balance and incapable of effective action? Did you know that the proper response from you can neutralize — even change completely — those subconscious strategies? You’ll learn those responses plus the tools necessary to stay in control in the face of irritating or intimidating behavior!

In fact, there’s only one way this workshop can’t benefit you at all — and that’s if you don’t attend. But if, like many others, you are dealing with the kinds of difficult behavior that make working and living effectively next to impossible, we believe you will attend. And for only $149, it will never be more affordable.

Call today for your reservation — we look forward to sharing this career-changing, life-enhancing workshop with you!

Sincerely,

Joe Gilliam

P.S. Do you have more than 20 people who’d benefit from this training? Why not consider bringing this workshop on-site to your organization! See page 5 for details about our Business Training & Development Services department.

To register, enroll today online at www.NationalSeminarsTraining.com or call toll-free 1-800-258-7246.
Why a How to Handle Difficult People Workshop?

Difficult People you'll be taught how to recognize and identify the specific behaviors you've been dealing with ... how to understand why difficult people respond so predictably and persistently in the aggravating and argumentative ways they do and, most importantly, how you can respond in ways that will not just minimize the antagonistic behavior, but will change it forever!

You can do more than survive under difficult behavior ... you can change it!
Once you learn the subconscious behavioral strategies of the difficult people in your life and the responses that thwart them, you can actually develop interaction techniques that help create new, constructive behavior patterns in others! Discover a new productivity potential in dealing with difficult people as you: (1) set behavioral goals for every new encounter, (2) implement your newfound skills and (3) then watch as each goal is met!

Develop coping skills you'll use for a lifetime!
Dealing with difficult people will probably never be enjoyable. But through the knowledge you'll gain in this unique workshop, you'll know how to deal with difficult people with greater confidence ... greater effectiveness ... greater success!

You aren't alone!
Learn from others who have dealt with difficult people!
Ever find yourself thinking that maybe your problem is just you ... that someone stronger or somehow more capable could deal with the problem effectively? That may be possible, but not likely. Sure, there are attitudes and responses you can introduce in an encounter that hinder positive communication and you need to learn what those are. But, if the behavior that's driving you up the wall is as irrational and ongoing as you feel it is, chances are the person who is using your frustration can be identified by type and will be studied thoroughly in How to Handle Difficult People. You aren't alone! There are proven techniques and experienced people available to help you!

Difficult encounters don't have to continue — no matter who is causing them!
The types of difficult behavior you may have resigned yourself to don't have to stay difficult. Real solutions exist that can work for you! In How to Handle

Just because the confrontation gets tense, you don't have to!
A big part of the frustration in dealing with difficult people is the overwhelming sense of helplessness that can result from conflict-prone encounters. Now you can master the coping techniques that will arm you for even the most irritating onslaughts. You'll learn the steps you can take to even out the power balance ... to minimize the impact of harsh and aggressive behavior. You can walk confidently into potentially difficult encounters knowing you are thoroughly equipped to function coolly ... consistently ... capably!

Or, return the registration form on page 7 by mail or fax to 1-913-432-0824.

What other attendees say about the benefits to be gained from How to Handle Difficult People

“I suggest that every person alive take this course — EVERYONE can get something out of it to either better themselves or make life better for others!!”
— Toni T. Ortlinghaus, Medical Secretary

“Excellent presentation!”
Highly recommended to everyone.
— Dana Tayag, Asst. Supervisor

“This seminar has a lot of excellent information that will be beneficial in business and in contact with people in general.”
— Steven M. Pope, Office Manager

“Very informative — useful in all confrontations.”
— Joseph Cooke, 2nd Vice President

“Positive, practical ideas that can be put into immediate action.”
— L. Scott Chalfant, Coordinator

“This seminar is a ‘10’! The workbook and materials are excellent.”
— Chuck Borst, President

“Loaded with wonderful examples.”
— S. Westlund, Supervisor

“Very inspirational — loaded with great ideas!”
— A. Kicia, Manager

“The very best seminar that I’ve attended … gained lots of tools to take back to the office.”
— D. Harold, Administrative Supervisor

“Made me laugh (a lot!) and helped me keep things in perspective.”
— K. Whitney, Accounting Assistant

“Great course! Gives wonderful real-life solutions to real-life situations.”
— J. Rahen, Marketing Manager

“Really enjoyed exploring the different personality types and also the self-help habits. Excellent, thanks!”
— T. Loutsenhizer, Retail Manager

“Fun and extremely helpful”
— L. Bloom, Financial Manager

“Nicely done!”
— David J. Schreffler, Program Specialist

This seminar gave me a different perspective about myself as well as newfound capabilities in handling difficult people and situations.”
— Bill Hickey, Professional Recruiter

“I enjoyed the day — very worthwhile.”
— C. Mike Zack, Supervisor

“The workshop has been very helpful in understanding myself and others — positive tools for improved communications were presented. I will definitely use the strategies for coping with and handling difficult people.”
— Joe Ross, Asst. District Manager

What other attendees say about the benefits to be gained from How to Handle Difficult People

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Whatever your training need — we have a solution! To request a FREE catalog of events
1. Understand what motivates the difficult people you work with

- The 10 classic types of difficult people and how to live with them
- Learn to live and function daily with truly difficult behavior
- The 5 ways people think. Deal with thoughts before they become actions
- 10 typical weapons difficult people use — confront and conquer them
- Why do difficult people resist others’ ideas and opinions? Here are answers you can put to use immediately

2. Predicting and preparing for difficult encounters — you can be ready

- 5 dangerous misconceptions in opening the lines of communication
- Could you be part of the problem? Learn the steps to going into a situation with reasonable expectations
- Are you avoiding the verbal hooks and “vibes” that invite difficult behavior?
- Meeting difficult behavior head-on — without adding fuel to the fire
- 3 ways to bring out the best response in a person
- Spotting communications F-A-I-L-U-R-E while you can still avoid it
- Antagonism and conflict not your strong suit? Use this proven action plan for confrontation

3. Keeping your head ... your cool ... and your control

- Have you tried the formula for changing the attitudes of difficult people? Now’s the time
- How to use the S-U-C-C-E-S-S formula for dealing with confrontations
- Things getting really hard to handle? Here’s how to stay in control
- How to use your anger as a powerful and positive tool
- Can’t seem to get through? Use the 5 steps to meaningful idea exchange
- 7 keys to conquering the strongest resistance
- Finding and eliminating the root problem in any conflict

4. Altering negative behavior — with positive results

- You can minimize — even eliminate — the likelihood of difficult encounters
- The keys to making disagreeable behavior agreeable

5. Learn from every difficult encounter so that they become fewer — and easier to handle

- The 3-step method of working through a situation to permanently resolve conflict
- Feel like a loser after a difficult encounter? Here’s how to neutralize those feelings
- Dealing with potentially difficult situations before they get out of hand

BRING THIS TRAINING TO YOUR ORGANIZATION

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Program hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

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Log of events coming to your area, visit us online at www.NationalSeminarsTraining.com
Here’s one more day of power-packed training ...

The Essentials of Managing the Front Desk

An Intensive One-Day Workshop for Receptionists

Don’t you think it’s time you got the well-deserved help you need to be more effective, more successful ... and a lot less stressed? Let’s face it. Your job isn’t going to get less hectic. In fact, the pace will probably get more intense, which means you need new and better ways to handle the many challenges you’re up against. An essential day of training will make all the difference for hard-working professionals who could use a hand doing a very tough job.

Protect yourself and your organization!

• Spot security threats before they become serious problems
• Become a take-charge receptionist, fully in control of any situation that may come your way
• Are you certain you know what to do in an emergency? You will be after attending this workshop

Build your skills in these areas:

• Project a polished, professional, confident image
• Manage the telephone with greater confidence and success
• Become an invaluable asset as your organization’s more important “front line” representative

Workshop hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

From Our Resource Center ...

Take the Stress Out of Handling the Difficult People and Situations in Your Life!

Does your work environment involve working with differing types of people? Perhaps difficult people? Do these differences cause stressful conflict and confrontations? Then you can benefit form the Handling Difficult People Collection. This collection was designed to help you deal with those difficult people and situations that can arise, understand the differing styles of people you encounter and put an end to the office wars – once and for all!

Don’t waste another day stressed by the negativity in your office, when conflict resolution is but a phone call away! Order your set today!

The Handling Difficult People Collection includes ...

• How to Handle Conflict and Confrontation
  (1 60-minute video, interactive handbook, participant’s guide and facilitator’s guide)
• Workplace Wars and How to End Them (Handbook)
• People Styles at Work (Handbook)

Item No. BFDSK14 ... Retail Price $189.00
Your Price: $139.00 (You Save $50!)

To order, call 1-800-258-7246 or see the order form on page 7!

To Enroll ...

Register online at www.NationalSeminarsTraining.com

Call toll-free 1-800-258-7246

Fax the completed registration form to 1-913-432-0824

or Mail the registration form to:
National Seminars Group
P.O. Box 419107
Kansas City, MO 64141-6107

Registration Information

Our Registration Center is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

Group Discount: When 3 enroll from your organization, a 4th may attend for FREE!

Check-in begins at 8:30 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

Cancellation. If you cannot attend, you may send a substitute or receive a credit memo toward a future workshop. If you cancel your registration up to five business days before the workshop, your registration fee will be refunded less a $10 enrollment charge.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what’s required. Call our CEU/CPE specialist at 1-800-258-7246, ext. 3100, if you have any questions.

Tax Deduction. The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.

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Express online registration is available 24 hours a day – 7 days a week. Plus, check out all the exciting events coming to your area ... great articles on timely topics ... special prices on books, tapes and more ... and fabulous FREEBIES you won’t find anywhere else!
REGISTRATION FORM

1. Enrollment Fees:

2. Check all workshops you wish to attend ...
   (Please list additional registrations on a separate sheet and attach.)

   - **Handle Difficult People 1-Day**
   - **Managing the Front Desk 1-Day**

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- Please send me ______ copies of the Handling Difficult People Collection (Item No. BFDISK14) at $139 each. Add 7% or applicable sales tax to your product payment. Shipping fees are $5 for first item, $1.50 for each additional item. Method of payment is indicated in step 5.

3. Company Information (Please Print)

   Organization: ____________________________
   Address: __________________________________________
   Mail Stop: ____________________ *Phone: ______________________
   City: ___________________________ State: ___________ ZIP: ______________
   Approving Supervisor: Mr./Ms._ ____________________________
   E-Mail Address: _________________________________
   **Fax: __________________________

   *Your fax number will be used to send confirmation of your registration as well as to notify you of upcoming events in your area.

4. VIP Privileges Program – Join Today!

   Join our VIP Privileges Program and enjoy exclusive discounts and benefits. We’ll fax you and your organization first notice of upcoming events in your area, special discounts up to 50% and offers available to members only.

   **Sign here to join** _________________________________

   By signing, you and your organization are giving permission for RUCEC to use your fax number to notify you and your organization of upcoming seminars in your area and provide you and your organization with special discounts and offers.

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   - Check payable to National Seminars Group is enclosed.
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   *Our purchase order is attached (government, educational and health care organizations only)

6. Important: Your VIP Customer Number

   Fill in your VIP Customer Number as it appears above the name on the mailing label.

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   SD, CT and WV residents, please add applicable sales tax to your payment. If you are tax-exempt, enter your tax-exempt number here: ____________________________ and attach a copy of your tax-exempt certificate.

   Program hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

The How to Handle Difficult People workshop is not available in all areas. Please refer to the workshop schedule above to check availability in your area.
A Powerful One-Day Workshop

HOW TO HANDLE DIFFICULT PEOPLE

How to understand and deal with the problem people in your life.

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