

Difficult Conversations

Shift Happens!

Dealing With Difficult People

"He's so negative."

"She can never make a decision."

"I hate being micro-managed."

Many of us shy away from interacting with others who are perceived to be "difficult" because we are afraid of conflict. In so doing, we give them power and the problem escalates.

Ultimately, reluctance to deal with this difficult behaviour can:

- ☞ Seriously reduce productivity.
- ☞ Lower the morale of all employees.
- ☞ Increase stress
- ☞ Lead to losses in the bottom line.

Break out of this cycle. Learn sure-fire methods that produce the results you want!



Master trainer and international speaker Carol Ann Fried is passionate and committed to reducing conflict and stress in the workplace. Regardless of intensity of topic, her modus operandi is light-hearted and playful. She is best known for helping people discover their JoySpot™. To learn more visit at www.freedom.ca.

'Get Freed' with Carol Ann Fried

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