

DEALING WITH DIFFICULT PEOPLE



The LEARN Model Of Conflict Resolution

A Session by Rich George, The NOI Coach & Your Success Coach

About This Session: In this fun and energetic session, participants will gain a new understanding of dealing with the difficult people in their lives. Participants will gain a set of skills as well as a strategy to handle the stress created by difficult people and situations. By using these skills participants will have more time and energy, which leads to additional productivity and better attitudes about their positions within the organization. At this program's conclusion, participants should be able to L.E.A.R.N. their way through conflict. List the benefits of effectively dealing with difficult people.

Learning Objectives:

1. Participants will obtain strategies to deal with difficult people in the workplace.
2. Participants will gain an understanding of the difference between people that are upset and people that are difficult.
3. Participants will learn how to de-escalate situations and to satisfy the needs of others.

Session Outline: In this “Group Therapy” session, participants will walk through the LEARN process of conflict resolution.

- I. Introduction to session and topic
 - a. What makes a person “Difficult”?
 - b. Understanding the 3 stages of conflict
- II. The LEARN model of conflict resolution
 - a. Listen
 - b. Empathize
 - c. Ask
 - d. React
 - e. Nurture
- III. Summary
 - a. Tools and strategies to find resolve
 - b. Tips to avoid conflict and the resulting stress

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Date: XX/XX/XXXX

Time: 9:00 am – 12:00 pm

Cost: \$99.00

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Rich George is the Founder of NOI Coach, a business coaching, consulting, and training firm based in Michigan and is the owner of Blue Door Apartments. A successful executive with over 30 years of experience, Rich brings a passion for employee development and culture building. Rich's background includes the management of over 2.5 billion dollars of real-estate, and over 250 million dollars of capital re-investment. Known for his team building, culture changing, and leadership skills, Rich inspires audiences nationwide.