



DEALING WITH AWFUL PEOPLE

"Not all poison was bitter. Some of the deadliest poisons in the world tasted sweet; they were that much more dangerous because of it." – Nenia Campbell

Sometimes awful people enjoy being awful. They enjoy being abusive. They gain immense satisfaction from trying to ruin your day.

So, what can you do? How can you set boundaries for awful people? How do you complete your work in the presence of an awful person? This course will give you the psychological tools to remain composed when facing awful people. The aim is to keep you safe and calm in the face of adversity. Tomorrow is another day and sometimes a tactical withdrawal is the best defence.

This course will also show you what not to do. You don't want to inflame the situation and you want to keep your personal safety top of mind.

NUTS AND BOLTS:

Would you like to attend this program?

For maximum effectiveness, this course is best conducted as an in-house program.

Venue: For your convenience, you can choose to conduct this course at your workplace. Alternatively, we can provide a training venue at a small additional cost.

Duration: Each course can be tailored to suit your timeframes.

Look at what you receive within 24 hours at no cost:

- An obligation free proposal
- A bio of a proposed trainer
- Training cost

Key Learning Outcomes:

At the conclusion of this course, participants will be able to:

- determine the reasons awful people can be awful
- map the behaviours before the person morphs to awful
- build strategies to break the path
- discover ways to "divorce" an awful person from your life
- discover why customers feel entitled to be awful (power imbalance studies)
- plot the power plays of awful behaviours online
- set behavioural fences with awful people
- learn the baiting techniques awful people use to grab your attention
- point out the psychological impact of how your distress gives satisfaction to awful people
- discover how to disempower awful people
- deal with cowards and bullies

GET IN TOUCH:

☎ 1300 323 752

✉ Deborah | ddear@preftrain.com

💻 preftrain.com



PREFERRED TRAINING
NETWORKS