Dealing With Personality Clashes at Work

Strategies, tips and techniques to help you get to the bottom of personal disagreements—and end them for good!

Here is just some of all you’ll learn:

- Why personalities clash and what you can do about it
- How to choose healthy responses—not fly off the handle
- How to give criticism without straining relationships
- The #1 reason behind most personal disagreements
- How to catch and defuse problems before they erupt
- And much more

To enroll:
Call toll free 1-800-873-7545, on-line at www.skillpath.com

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We’re coming to your area …
Personalities get into it for so many different reasons—jealousy, differing cultural backgrounds, unwillingness to change or plain dislike of each other. When they clash, you know it. The yelling, tantrums, meltdowns and slammed doors are hard to miss. The bad vibes ripple throughout the workplace. And, before you know it, everyone can get sucked into the drama. The end result? A breakdown in teamwork, performance, morale and productivity.

Understandably, it’s not easy to keep the hostility and pettiness from festering and overrunning important goals and objectives. After all, you can’t change someone’s personality. Experts say our personalities are genetically determined. However, you can change how you respond to and manage the personalities at odds. *Dealing With Personality Clashes at Work* is the dynamic seminar that will show you how.

When you attend, you’ll discover the most powerful and practical strategies available for how to diagnose the problem, defuse the situation, confront the troublemakers, mediate a resolution and get back to business. And you’ll gain all these sophisticated skills in just one day.

It takes more than just “people” skills

Do you find yourself tiptoeing around two or more personalities who can’t—or won’t—get along? Is there one person in particular who is unpleasant, annoying and intent on making your life miserable? Do you ever get caught in the crossfire between two warring departments? Dealing with personal disagreements doesn’t come naturally. That’s why this fast-paced, comprehensive seminar is so important. It delivers the special set of skills and tools required to handle all these personal disagreements and many more—strategies it could take you years to learn on your own. And it gives you the confidence to use them with unshakable calm and professionalism.

Your satisfaction guaranteed!

Your complete satisfaction is important to us. If you’re dissatisfied for any reason, let us know right away—we’ll issue you a refund or arrange for you to attend another SkillPath program. It’s that simple.

America’s top 500 companies can’t be wrong

Top-notch trainers, comprehensive materials and our guarantee of satisfaction ensure that a quality learning experience awaits you at every SkillPath program—three of the reasons that all 500 of the Fortune 500 companies choose us to train their people. We hope you will too. After all, when you need training, why settle for less than the best?
Are you doing all you can do to …

- **Get to the source of a personality clash?** Learn how to identify what’s really bugging people instead of just dealing with the symptoms.
- **Nip problems in the bud before they turn ugly?** There are clear verbal and nonverbal warning signs that trouble is brewing—learn how to recognize them and head off the fireworks.
- **Quickly defuse a heated situation?** Whether it’s caused by just a bad day or a long-standing feud, we’ll show you how to step in and negotiate a resolution quickly and calmly.
- **Keep emotions under control?** Learn better ways to get others to simmer down and rein in your own emotions when you feel yourself getting worked up.
- **Remain professional in the midst of conflict?** Gain a new sense of power that comes from remaining objective, looking at both sides of an issue and generating a productive solution.
- **Avoid communication mistakes that make matters worse?** No more blurting out things in the moment that you’ll regret later—you’ll know what to say and how to say it to get people to forget their differences and work together.

This seminar is a must-attend if you want the very latest skills and approaches for settling personality differences and reaching win-win solutions.

Register today.

It’s easy to enroll!

**BY PHONE:**
1-800-873-7545 or 1-913-677-3200

**ON-LINE:**
www.skillpath.com

**BY E-MAIL:**
enroll@skillpath.com

**BY FAX:**
1-913-362-4241

**BY MAIL:**
Complete and mail the enrollment form on page 7

Just one day—that’s all it takes to master the one skill you can’t do without in today’s diverse workplace.

We’ll cover it all—how to figure out what’s causing a personality clash, spot and head off potential conflicts early on, intervene when they do get out of hand, deal professionally with people who drive you up the wall, control your own emotions, resolve differences so everyone wins, restore broken work relationships and much more.

Don’t miss this opportunity to gain a new perspective on conflict, a better understanding of the people you work with and the insight to build and maintain strong work relationships—even with the most difficult personalities. A phone call is all that’s standing between you and a professional life that’s more enjoyable, less stressful and a lot more productive.
This seminar is for you if you’ve ever ...

✓ Had a good work relationship turn sour
✓ Been unwillingly pulled into power struggles, differences of opinion or office politicking
✓ Felt surprised by a strong emotional reaction and wondered where it came from
✓ Wished you could just ignore someone’s irritating behavior
✓ Stewed about the day’s emotional happenings after you got home
✓ Suddenly—and without warning—found yourself having to mediate a heated exchange
✓ Been caught off guard by someone’s blatant hostility
✓ Had to mediate a conflict between two warring departments
✓ Been put on the spot by employees who expected you to “do something” about a feud
✓ Felt like withdrawing when things got emotionally overwhelming

One day—that’s all it takes to understand how to manage personal disagreements and bring people together for the common good.

Workshop Agenda

Approach conflict with a new perspective

- The 4 basic emotions underlying many conflicts
- What happens when personality clashes are ignored
- Looking in the mirror ... could you be part of the problem?
- Rumors, gossip, office politics: The importance of taking the high road
- Why creating harmony in today’s diverse workplace is so challenging
- Eye-opening insight into why people behave the way they do

Anticipate and prepare for emotional fireworks

- How to stop a conflict before it starts
- How to get to the root of the problem—fast
- Spotting red flags that may mean conflict is brewing
- Avoiding the triggers that tick people off
- 4 of the best ways to handle negative people

Manage your own emotions

- How to head off conflict by changing your thinking
- Breathe—and 3 other tips for staying calm
- How to respond—not react—when someone pushes your buttons
- How to not take things personally
- How to stop emotional overreactions—and regrets
- Understanding your emotions and why you feel the way you do
- Is it ever okay to simply shrug and look the other way?
Navigate emotional minefields
- Dealing with pouting, moping and other passive-aggressive behavior
- When loyalty can turn destructive
- The trick to finding common ground
- The Zen Approach to working with that someone who drives you bonkers
- Conquer your fear of emotional situations
- What hostility looks like and feels like—and what to do about it
- Nobody's perfect: Accepting others' weaknesses and your own

Communicate through conflict
- The vital role of clear communication in a conflict
- How to simultaneously get your point across and strengthen a relationship
- The principles of non-confrontational communication
- When office jokes aren't so funny—and are actually destructive
- How to mediate your way through even the worst conflicts
- How an open, honest discussion can start the healing
- How to neutralize that one "bad personality"

Let go and move on
- When firing seems like the only solution—legal facts you must understand
- How to let go of a grudge
- How to restore a damaged work relationship
- How to keep conflict from turning into an epidemic
- Why the best leaders own up to their mistakes
- How to recover quickly and help others do the same
- How to let go of emotions at the end of the day
- The power of a professional apology
- How to create a culture where differences are celebrated

Program Hours: 9:00 a.m. – 4:00 p.m.

On-site training and keynote speaking …
We can deliver this workshop right to your company's door or provide customized, you-pick-the-day training on any program pertinent to your organization's training goals. Or let our staff of professional trainers add sparkle to your next corporate or association meeting with a stimulating keynote speech designed just for you. Whether you have 3 or 300 people to train, SkillPath is the answer. For complete details and a no-obligation quote, call 1-800-873-7545 and ask for the on-site training department.

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*The Smart Choice* for people serious about success
SkillPath trains thousands of achievement-oriented professionals like you every month, from organizations of all sizes and all types—business, government, health care, education and the military. Our seminar leaders are a select group of trainers at the top of their profession—skilled teachers with a tremendous depth of knowledge in their respective topic areas. Our commitment to providing you with the highest-quality learning experience possible has made SkillPath the fastest-growing training company in the world. Attend this seminar and experience for yourself the positive effect of powerful ideas, skillfully presented.

To enroll: Call toll free 1-800-873-7545, on-line at www.skillpath.com
Don’t miss this chance to get the know-how you need to deal with all types of personality conflicts. Ready to look at conflict, personalities—and yourself—in a new way? Register now!

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Call toll free 1-800-873-7545, on-line at www.skillpath.com
Registration information
Please note: If you've registered by phone and paid with a credit card, it's not necessary to return this form.

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E-mail Address ____________________________________________________________________
(Program # ______________________)

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YES! I can't wait to attend …
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- Why personalities clash and what you can do about it
- How to choose healthy responses—not fly off the handle
- How to catch and defuse problems before they erupt

Locations and Dates …
☐ Check the box next to the city where you'll attend

Workshop city: __________________________
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Enroll now—limited space available!

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BY E-MAIL: enroll@skillpath.com

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Complete and mail enrollment form to:
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Kansas City, MO 64180-4441

Cancellations and substitutions. Cancellations received up to five working days before the seminar are refundable, minus a $10 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply toward a future seminar. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

Please fill in the date and city where you'll attend

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