

N.I.C.E. vs. Nasty: Dealing with Difficult People

Even the most seasoned professionals find it difficult to deal with someone who employs a hard-edged, aggressive, "take-no-prisoners communication style." In "N.I.C.E. vs. Nasty," participants will learn a systematic approach on how to deal with these "nasty" types without becoming one. By using a systematic approach to identifying and disarming the difficult person, participants will be able to eliminate the roadblocks and get more accomplished. This course is presented through lecture, group discussion, and interactive exercise.

OBJECTIVES

Upon completion of this course, participants will be able to:

- Develop three techniques for neutralizing one's own emotions and focusing on the issues at hand
- Assess how to identify and effectively respond to three different types of difficult people: Situationally Difficult, Strategically Difficult, or Simply Difficult
- Explore how to create options and get more accomplished with even the most difficult person

HIGHLIGHTS

- Receive a copy of the Wall Street Journal Business Best Seller, "Bullies, Tyrants and Impossible People: How to Beat Them Without Joining Them"
- Case study
- Role play
- Movie clips

DESIGNED FOR

Professionals at all levels of an organization



RECOMMENDED CPE:
8

PREREQUISITE:
None

EVENT ID:
NVN

COURSE LEVEL:
Basic

FIELD OF STUDY:
Personal Development

BLI CURRICULUM:
Communications Skills

AUTHOR:
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VENDOR:
Business Learning Institute, Inc.



For information regarding on-site training, email aicpalearning@aicpa.org, call **800.634.6780 (Option 1)**, or visit aicpalearning.org.