



**Beyond Influence™**

## Dealing With Difficult People

### A 2-Day Virtual Workshop

One of the key elements of performance-based management in government is the ability to get results through other people. This practical, skills-oriented program provides insights into human behavior at work, improves communication skills so people respond positively, and enhances the motivational tools associated with top performance. Participative leadership concepts are integrated into current issues such as working with the problem employee, gaining buy-in for change, conflict resolution skills, and holding effective meetings. Communication models emphasizing personal understanding and consensus agreements are used along with exercises and simulations for integrative learning.

#### Learning Objectives:

- Understand Personality Types and Their Impact on People and the Organization
- Identify Causes And Solutions to Communications Breakdowns
- How to Develop Solutions that Work for Both Sides
- How to Gain Buy-In for Change and Minimize Conflict
- How to Plan for and Manage Effective Meetings

#### Topics Covered in this Workshop:

- Personality styles and their impact on people
- Avoiding communication games—a language audit
- Communication breakdowns—causes and solutions
- Why good people act irrationally—getting back on track
- Personal engagement—effective techniques
- Turning unpleasant conversations into constructive interaction
- Environmental factors that create behavior problems
- Developing solutions that work for both sides

## Key Information

### CONTACT

**John B. Ramstead, CPLC, ACC  
President**

Office (720) 441-3520

[jramstead@beyondinfluence.com](mailto:jramstead@beyondinfluence.com)

10455 Meadowleaf Way  
Highlands Ranch, CO 80126

### WEBSITE

<http://BeyondInfluence.com/training/afpc>

### DUNS NUMBER

959893020

### CAGE NUMBER

7Q2L2

### NAICS

**611430:** Professional &  
Management

Development Training

**541611:** Administrative  
Management & General  
Management Consulting Services

**541612:** Human Resources  
Consulting Services

### CERTIFICATIONS

Veteran-Owned Small Business

**VISION STATEMENT:** To provide solutions to organizations that drive profitability, remove constraints and lead personal transformations that drive sustainable productivity.

**MISSION STATEMENT:** To be an organization where every member of the team is a living example of the material we are teaching.