



How to Manage Difficult People

Proven strategies for dealing with challenging behaviour at work

ALAN FAIRWEATHER
THE MOTIVATION DOCTOR

Alan packs into a 60 minute keynote seminar the most effective, proved skills and techniques used by some of the world's top performers. No textbook theory and definitely no jargon, just proven techniques backed up with real life examples. By the end of this seminar participants will have learned:

- Practical 'real world' actions they can take to manage a difficult person
- How to make their lives easier
- How to build self-confidence
- How to communicate with a problem manager
- To reduce the amount of stress they face doing their job and running their life
- Give confirming and productive feedback

FORMATS

Keynote/General session – 60 minutes
Workshop – 1/2 day to 2 days

Dealing with difficult customers, colleagues, uncooperative staff, or a manipulative boss is a challenge many people face on a day to day basis. People in business are now under extreme pressure to make things happen, get more sales and turn a profit. This constant pressure or fear can make people difficult to deal with. This seminar provides proven strategies to identify and understand awkward and challenging behaviours and how to manage them.

ALAN REVEALS HOW TO:

- Defuse and deal with difficult customers, both on the phone and face to face
- Manage problems with colleagues in the workplace
- Handle difficult day-to-day interactions with any of the people we come into contact with at work
- Identify and manage behaviours which can turn a person into a 'problem'
- Improve necessary listening and communication skills
- Use the *6 Programs of Behaviour* to build better relationships
- Increase self-confidence and develop rapport building skills
- Use the *6 Strategies for Success* to produce effective outcomes

THE "MOTIVATION DOCTOR"

Alan Fairweather worked in sales and customer service and *did* the job of a manager for fifteen successful years. He is very much aware that in our job and our personal life, we often face apparently rude, impatient and aggressive people. He spends his time running seminars and workshops throughout the UK, Singapore, Indonesia and Vietnam. Alan develops skills in handling problem people and situations, and shows how to come out of it with increased confidence and improved results.

Satisfied clients include – Sky TV, British Telecom, Alliance and Leicester and Trinity Mirror Group.

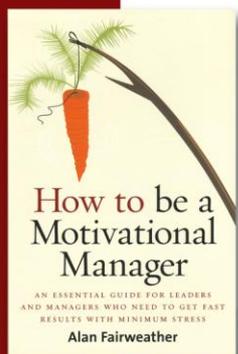
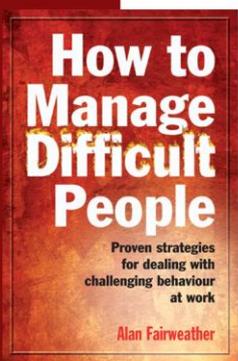
Alan specialises in Banking, Financial Services, Real Estate and the Hospitality Industry. There is broad experience across many industries and he has conducted seminars for people in Healthcare, Legal, Accountancy, Computer Hardware and Software and the Drinks Industry. Alan's speeches are entertaining, inspirational and thought provoking. He is very much results driven and is committed to helping participants in a practical way. He creates a non-threatening environment that generates fun and encourages people to learn.

"Alan is the Master of Motivation. He makes it all seem so simple and explains how it genuinely is! He draws from his own experiences to help us get the best from our people."
Neil McRobb - Managing Director, McRobb Display

"Your session sent everyone home on a high"
Lekha Klouda Director Association of Charity Shops

"Have had great feedback from the team; I am convinced your efforts will have a really positive effect on individuals and ultimately sales"
Susan Morrison Director & General Manager The Scotch Whisky Experience

These best-selling books are available from Amazon and other online retailers



Schedule Alan for your next conference or meeting



VISIT ALAN ONLINE www.themotivationdoctor.com www.managedifficultpeople.com

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