

Disarming Difficult People: *How to win over your toughest stakeholders.*

Session Objectives

1. Develop skills and strategies for effectively handling difficult stakeholders; 2. Constructively influence problematic personalities; 3. Gain appropriate approaches for increased interpersonal effectiveness.

Session Description

We're all faced with difficult stakeholders in the workplace. Whether it's "Tom the Tank", "Wanda the Waffler" or "Sam the Sniper", one tough personality can make it grueling to reach your goals. As much as we'd like to avoid them, it's impossible. Yet there are specific tools to help you build strong relationships, create satisfying results, and even increase trust with these troublesome team members.

Disarming a tough personality requires three things: 1. classifying their intentions, 2. understanding their escalation "drivers", and 3. leveraging specific language to diffuse internal dialogue. Attendees will gain insight into the four key intentions of every stakeholder (even those that *aren't* difficult), why difficult personalities escalate, and specific techniques to create a more successful stakeholder relationship.

This highly-engaging, results-driven session will help you step inside the mind of the Top 10 most common difficult personalities. Session attendees will receive a step-by-step solution guide of techniques to move everyone towards more productive results.

Don't have a difficult stakeholder? Join the discussion and learn how these techniques can help you transform a 'good' stakeholder relationship into an 'amazing' one.

About the Presenter



Nancy Whatley-Blaine is the foremost expert in restoring productivity and balance by discerning and defusing workplace conflict and barriers. Sharing her expertise in "*Dismantling the Elephant in the Room*", audience members receive practical tips and strategies to self-select the best interpersonal tools for even the toughest workplace situations.

With 18 years' experience as a consultant, manager and facilitator, Nancy has led award-winning teams and helped organizations – in both the government and private sectors – achieve high-performance results.

