



Coaching Difficult People @ Work

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Are People Difficult or just Different?

*Strengthen Your Skills to Maximize
Employee and Organizational performance!*

Handle Difficult People by...

Anticipating Behaviors to Reduce or Avoid Problems

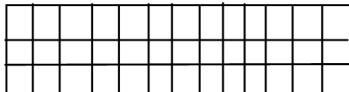
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Using EQ to Effectively Manage Each Personality Style

Bringing Out the Best in Difficult People



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