



Texas NAHRO Service Office
12246 FM 1769, Graham, TX 76450
Email: txnahro@brazosnet.com
Phone: 940.521.9982 Fax 1.866.234.4018

TEXAS NAHRO TRAINING



HOW TO DEAL WITH DIFFICULT PEOPLE

Training Provided By SKILLPATH
OCTOBER 18, 2018
9AM - 4PM

This course provides the specific tools you need to take back control, reduce stress, raise morale, and increase productivity. You will learn to correctly identify difficult behavior and its sources. You will be provided what you need to understand difficult people. And, you'll learn concrete ways to deal with these challenges so that the repetitive patterns finally cease.

COURSE HIGHLIGHTS

- ✓ Raise your awareness and understanding of difficult behavior
- ✓ Examine your own reaction to others behavior
- ✓ Self-defeating actions that increase difficulties and solutions that bring immediate and positive results
- ✓ Positive steps to successfully overcome negativity and people-proof your life from negativism

LEARNING OBJECTIVES

- Identify difficult behaviors, both chronic and temporary, and know how to respond effectively to them
- Develop an understanding of the reasons people become difficult
- Control the anxieties and self-defeating actions that increase difficulties when confronting difficult behavior and personalities
- Neutralize the effects of negativity, hostility, and aggression

TRAINING LOCATION:
Dallas Housing Authority
3939 N Hampton Road
Dallas, TX 75212

SUGGESTED HOTEL ACCOMADATIONS:
Embassy Suites/Dallas Market Center
2727 N Stemmons Freeway
Dallas, TX 75207 PH: 214-630-5332
Honors Government Rate
PROVIDES FREE: Breakfast/Evening
Reception/Parking/Shuttle



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HOW TO DEAL WITH DIFFICULT PEOPLE TRAINING FEES

- Member \$275
- Non Member \$375



REGISTRATION FORM

Name _____

Agency _____

Address _____

City, State, Zip _____

Email _____

Phone _____

Fax _____

PAYMENT INFORMATION

AMOUNT \$ _____

Check # _____ (Make checks payable to Texas NAHRO)

(NOTE: There will be a \$5.00 processing fee on credit card payments)

Credit Card # _____ Exp Date _____ Security Code _____

Name on card _____

Billing address _____

City/state/zip _____

Contact person _____

Contact phone _____

TXNAHRO Cancellation and Refund Policy:

To receive a refund of your registration fees, written notice of cancellation must be received 30 days prior to the training; a \$50 processing fee will be assessed. Cancellations received within 30 days of the training will not be refunded. The agency may send a substitute attendee if the original registrant cannot attend.

No exceptions will be made to this policy.