

The Secrets to Dealing with Difficult people

FOR LOCAL GOVERNMENT

Do your staff have to deal with difficult people? Council employees can cop plenty of rudeness, bad manners and abuse. And they can cop it face-to-face, in writing, by email and on the phone.

They can cop it when working at the service counter, when at their desk and even when out and about on Council business.

If they don't handle it properly – efficiently, effectively and appropriately – it's easy for them to get annoyed, angry and frustrated. It results in low morale and it shows. It makes more work for managers and it's not good for business.

In the Line of Fire

Let's face it. People rarely speak to council staff to congratulate them on the great job they're doing. More likely, they're unhappy about:

Fines they don't think they deserve

Council policies they don't like

Council employees not giving them a fair go

Not enough trees

Too many trees

Too much traffic in their street

Horrible neighbours

Lousy decisions on DAs

Delays with their building approval

Rubbish in their street left there by cleaning staff

Parking problems

They're contacting you because they're unhappy, annoyed and angry, and tension and emotions can easily run high. Difficult people can make life hell for your staff by being:

anti-social	unfriendly	impatient
uncooperative	racist	crude
aggressive	abusive	threatening
belligerent	sexist	sarcastic

Diplomatic Assertiveness

Mark McPherson is a specialist in helping individuals, and teams, develop Outstanding People Skills – for work, home and play. He is a speaker, presenter, educator, trainer, facilitator, coach and consultant, with over 35 year's experience.

Mark's '9 Competencies for Dealing with Difficult People', and his guiding principle of Diplomatic Assertiveness, form the basis of his presentations, talks and workshops. Mark gives staff the strategies and skills they need to deal with difficult people – first time, every time.

Real Life Rehearsals

Mark is: engaging, refreshing and energetic; and entertaining, thought-provoking and informative. Better still, he leaves audiences with strategies they can immediately use – whether he's presenting to small groups or very large audiences.

And, when it comes to the development of skills, he's a master of advanced role-play techniques and the creator of Agent Provocateur Role-Plays and Real Life Rehearsals. Many presenters use case studies that bear no relevance to your workplace. Not Mark. He uses situations drawn from the real world.

Who is Mark McPherson?

Mark has been a taxi driver, tourist guide, high school teacher, Senior Education Officer (Family Planning Association; Drug and Alcohol Studies, TAFE; Board of Studies; Health), lecturer (Health Education, Teaching Methods), researcher (UNSW, Health, City of Sydney, etc), manager and team leader (Drug & Alcohol, Public Health; Drug Programs Coordination Unit, Police and spent the last 6 years running his own business.

Mark is a leading expert in Dealing with Difficult People. His programs have been proven in the toughest environments: Police, Health, TAFE, Education, staff of Federal MPs across Australia, Department of Housing, Local Government and businesses.

Your staff could be facing daily battles with difficult people. Don't put up with it any longer. Give them the skills they need to help them deal with difficult people – and help create a more dignified, respectful and pleasant workplace.

Contact **Mark McPherson** today

mark@markmcperson.com.au

0403 914 835

www.markmcperson.com.au



Mark McPherson

MEd, BSc, GradDipEd, GradDipEdStud-Health, GradDipPsych, DipHyp

PO Box 472 Alexandria NSW 2015
mobile: 0403 914 835

email: mark@markmcperson.com.au
web: www.markmcperson.com.au