

The Secrets to Dealing with Difficult people

FOR ALL SCHOOLS, REGIONAL OFFICES AND RELATED ORGANISATIONS

The Problem

Do your staff ever have to deal with people who:

- Give backhanded compliments?
- Break commitments and don't care?
- Don't follow procedures – over and over?
- Complain about being treated unfairly when clearly they're not?
- Use unacceptable language?
- Speak too loud on the phone?
- Yell and scream?
- Interrupt?
- Bully and threaten?
- Behave inappropriately?
- Lie?
- Are rude, negative, sarcastic, demanding, pushy or lazy?

You're not alone! Schools and staff rooms (as well as regional and head offices) can be vulnerable to difficult people and they come in all shapes and sizes – parents and members of the public, colleagues and staff of other schools, and even friends and family. Just one difficult person can be enough to create an unhappy workplace – friction, frustration, disharmony and low morale.

Ideally, these painful individuals will see the error of their ways and change their behaviour. Don't hold your breath! So, if they're not going to change, then staff need new strategies and skills to deal with them.

The Solution

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 years experience.

His '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 – efficiently, effectively and appropriately,

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 teacher (Personal Development, Health, Science), Senior Education Officer (Family Planning Association; Drug and Alcohol Studies, TAFE; PDHPE, Board of Studies; Infection Control, Health Promotion, Health), lecturer (Health Education, Teaching Methods), research officer, and manager and team leader (Drug & Alcohol, Public Health and Health Promotion; Drug Programs Coordination Unit and Principal Policy Adviser, NSW Police).

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

Time to Destress the Staffroom

You're possibly facing daily battles with a difficult member of staff. Don't put up with it any longer. Get the skills you need to help you deal with difficult people – and help create a more respectful, dignified and pleasant workplace.

Contact **Mark McPherson** today to discover how Diplomatic Assertiveness can help transform your staffroom and your school.

mark@markmcpherson.com.au

0403 914 835

www.markmcpherson.com.au