

The Secrets to Dealing with Difficult people

FOR ALL BUSINESSES AND ORGANISATIONS

The Problem

Do you, or your staff, have to deal with people who:

- Break commitments and don't care?
- Don't follow procedures – over and over?
- Complain about being treated unfairly when clearly they're not?
- Make inappropriate remarks, use unacceptable language such as swear or make racist and sexist comments?
- Yell?
- Continually interrupt and talk over you?
- Bully?
- Threaten?
- Lie?
- Say one thing but then do another?
- Are rude, negative, sarcastic, demanding, pushy or lazy?

You're not alone! Organisations, businesses and associations are all vulnerable to difficult people and they come in all shapes and sizes – customers and clients, members of the public, colleagues and staff, 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 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.

You, or your staff, could be facing daily battles with difficult people. Don't put up with it any longer. Get the strategies and skills you need to deal with difficult people – and help create a more respectful, dignified and pleasant workplace.

Contact **Mark McPherson** today.

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