



Saugeen

Economic Development Corporation
A Community Futures Development Corporation

Our location:
515 Mill Street, P.O. 177
Neustadt, ON, N0G 2M0

Map Directions:
<http://bit.ly/1jHBkTK>

Phone: 519.799.5750
Fax: 519.799.5752
www.sbdc.ca

Contact: **Lee Register**
Training Coordinator and
Communications Officer
519-799-5750 x 6
lee@sbdc.ca



We provide the opportunity to work with a business trainer and interact with other business owners to gain new ideas, growth strategies and success tools.

In-House Workshops



Dealing with *Difficult* People

LIMITED SEATING, DON'T MISS OUT ON THIS POPULAR WORKSHOP!

People are complicated, and often behave in difficult and challenging ways when they are upset or frustrated. Learn how to handle difficult people and situations **professionally**; whether they be clients, customers, suppliers, employees or co-workers. You will learn about challenging personalities, and the skills you need to develop to get at the **real** problem and resolve it.

Tuesday, November 6, 2018

9:30 – 11:30 AM



Our trainer, Neil Dunsmore, is not only a former business owner - but also a former Corrections Officer and Hostage/Crisis Negotiator. He will share with you tips and techniques to deal with difficult people, and how to avoid the trigger; both yours and theirs. You won't need a gun, but you will need a plan to quickly recognize these situations, neutralize them, and minimize their effect on your life and your business!

Pre-registration required/\$35 per person
"No Charge for Business Excellence Training Program Clients"