

# Persuasive Communication Skills for Difficult People and Discussions

**JANE SANDERS**

Do you often face obstacles and challenges when dealing with your employees, managers, staff, customers, sales team, or other company associates? Do you have trouble convincing them to agree to your recommendations and point of view? Would you like to manage confrontations and difficult questions more effectively?

This workshop will give you the skills you need to establish rapport quickly and communicate more effectively. With these interpersonal skills applied specifically to common trouble situations, you will be better equipped to avoid conflicts, handle them more effectively when they do occur, and persuade others to hear, understand, and implement your suggestions.



## CLIENT COMMENTS

*“For the third time in a row your sessions received outstanding reviews! I know I can count on you for solid content, an engaging style, and an interactive, high-value program. You’re a sure thing!”*

**CHRISTOPHER YELLEN, VP PERFORMANCE, CHOICE HOTELS**

*“Our members were very enthusiastic in their compliments about your sessions! Both ranked in the top-rated programs of the entire conference.”*

**BONNIE REULE, PROF. DEVELOPMENT. MGR., ABWA**

*“Your workshop averaged 4.8 out of 5.0! We sincerely thank you for bringing such an interesting and well-conceived program. Your fast-paced style kept participants engaged, challenged, and appreciative.”*

**BARBARA ROYAL, DIRECTOR, MOMENTUM**

*“Once again, thank you so much for all your hard work. the survey results came in, and the group was 100% satisfied with the program! I look forward to working with you in the future.”*

**TERRI KINSELLA, CONFERENCE MANAGER, PRUDENTIAL**

## LEARNING OBJECTIVES

*Build immediate rapport*

*Use more effective listening and non-verbal communication skills*

*Persuade others to implement your recommendations and point of view*

*Prepare for difficult discussions and reactions for better results*

*More successfully handle difficult questions, confrontations, and reactions*

*Set boundaries and take control*

## BENEFITS

*Improved working relationships and subsequent benefits*

*Increased results via improved teamwork and productivity*

*Higher confidence when dealing with difficult people*

*Increased credibility with others*

*Greater job satisfaction due to increased confidence and results*

*Faster resolution to conflicts and disagreements*