

THE CAPE POLICE DEPARTMENT PRESENTS

WORKING EFFECTIVELY WITH DIFFICULT PEOPLE

OPEN TO ALL PUBLIC SAFETY PERSONNEL (SWORN & CIVILIAN)

July 29-30, 2024 | 8:00AM – 4:00PM
1100 Cultural Park Blvd. Cape Coral, Fl. 33990

COURSE DESCRIPTION: Difficult people come in all varieties. This two-day course has been designed to provide strategies and techniques to help the attendee work more effectively with those that may be considered difficult. During this class we will:

- Discover why some people may be difficult and how to work with or around them.
- Examine difficult behavior styles and learn how to effectively deal with them.
- Compare cultural, generational differences, and behavior styles.
- Review our own behavior style to see where we may be considered difficult to others.
- Review the communication barriers that can make people difficult to work with.
- Understand our triggers and how to better manage them in moments of conflict
- Discuss the 5 conflict resolutions styles and how to use them in conflict situations.
- Learn the strategy to professionalize conflict for better outcomes.
- Discuss the types of difficult bosses and how to best work with them.
- Explain the 12 different motivators to better understand why people.

ATTIRE: Business professional. No shorts, t-shirts.

REQUIREMENT: Student must complete (1) one on-line assessment prior to the class. The assessment link to complete will be sent via email approximately 10 days before the class after payment has been received and enrollment has been confirmed.

[CLICK HERE TO REGISTER](#)

Cancellation Policy: Class registrations are not confirmed until payment is received in full. Enrollees may cancel 14 days prior to the training and will receive a full refund. Deadline to cancel and receive refund for this class is July 15, 2024. We will gladly accept substitutions at no cost for those that cannot attend. However, if the original attendee completed the assessment, the person replacing them will have to pay the full price for the seat.



COST TO ATTEND:
\$395.00

*Covers all seminar instruction,
class materials, on-line assessments*



INSTRUCTOR: Lisa Gilbert is the CEO of No-Nonsense Training Solutions, Inc. She is a graduate of the Florida State University with a degree in Psychology. She holds certifications as a DISC Assessment Analyst, Emotional Intelligence Analyst, Nationally Certified Anger Management Specialist, Certified Master Leadership Coach and she is an Adjunct Professor with Broward College Institute of Public Safety. Coach Lisa has been successfully training and coaching LE and Correction personnel, and Command /Executive staff for over 20 years.