

## IT'S NOT ME, IT'S YOU: DEALING WITH DIFFICULT PEOPLE



Clients, customers and/or relationships, like life in general, can be difficult. The best negotiators have mastered the art of pacifying, placating & problem-solving. Learning to do so with strategy and finesse can create opportunity while ensuring future success.

- Recognizing “Difficult” Style Patterns
- Power Phrasing: Calm the Angry Tiger
- Learning to Minimize Stressors
- Could it be ME after all? Rate your own “difficulty triggers”

## GET IT DONE ALREADY: A TIME MANAGEMENT WORKSHOP

Getting the Most Out of Each Day



In an age when technology affords us a plentitude of tools, rules & speed, things seem to have become more complex rather than simplified. Don't lose control; take the “over” out of “extended” and find a format you can follow to management your time and efforts more effectively.

- Setting Organizational Goals
- De-Cluttering Brain & Bureau
- Excuses: The Stories We Tell Ourselves
- Killing the Paper Mammoth

## COMMUNICATION CONFIDENCE

Building Phone & Public Speaking Skills



Whether you're speaking to one person or one thousand, on the phone or face to face, the ability to transmit ideas in a crisp and compelling fashion is one of the most important skills you can ever develop. Learning to harness the power of words and delivery can increase your persuasion, credibility and confidence.

- Take Control of your Messaging
- Speech Building & Voice Exercise
- The Improvement of Memory
- The Avoids & What-NOT-to-Do Tips

**LESSONS IN DIVERSITY**

Given the assortment of gender, race and age in any given workplace, ignorance and intolerance is a breeding ground for negative professional results. Diversity training creates the awareness to build upon the positive qualities that exist in embracing a melting pot of skills, cultures and leadership traits.

- Positive Differentiation
- Creating Equal Ground
- SEX in the Workplace
- Rating your Tolerance

*About Sandy Spadaro*

*Spadaro* regularly delivers an array of education workshops & seminars, featuring topics of interest to the small business entrepreneur.

*Spadaro's* published works in the fields of marketing, communications and image & branding skills-development, have reached reader audiences through local and national publications. A recognized name in training and business growth, SS Marketing Solutions is a full service marketing and communications firm. More information at [www.ssmarketingsolutions.com](http://www.ssmarketingsolutions.com).