

ICSEW Proudly

Presents

# How to Deal with Difficult People

## *Using Verbal Aikido Techniques*

November 16

2009

Tumwater, WA

Featuring Kathy Bote'



Kathy has made a career of empowering people to become their own heroes.

She provides practical information with diverse activities and a hefty dose of humor. She has over 20 years experience training people from all over the world, and has trained with an Aikido master and the National Crisis Prevention Institute.

"I am a believer! Kathy improved our teamwork and had a direct impact on our customer service! "

N. Jeffers

Boeing Medical

Learn what it takes to successfully deal with difficult people:

Recognize the signs to prevent challenging encounters

Be able to resolve challenges, disputes, tension, and get cooperation and collaboration

Know how to deal with verbally aggressive and passive aggressive behaviors. Redirect negative energies and reduce stress.

Know what to do when encountering Negative Ned, Calamity Jane, Bossy Ben, Know-it-all-Nancy, Sad Sack Sam and more

### **Program Details:**

**Location:** Labor and Industries  
7273 Linderson Way SW  
Tumwater, WA 98501

**Time:** November 16, 2009  
9 AM-4 PM

**Cost:** \$99 payable prior to training to K. Bote' Training PO Box 1509  
Maple Valley, WA 98038

Contact Kathy at (425)432-9345  
[www.CourageSpeaks.com](http://www.CourageSpeaks.com)

### **Who should attend:**

*You! And anyone who deals with the general public or must work together as a team. Learn to eliminate time-wasting conflicts and get more accomplished with less stress. People skills are as important as technical skills in accomplishing your objectives. Make it happen with this dynamic seminar.*

**Register now!**

### **To Register:**

*Online:*

<http://www.icsew.wa.gov/calendar/default.htm>

*Or contact Genevieve O'Sullivan  
(360) 725-9704*

[icsew@sao.wa.gov](mailto:icsew@sao.wa.gov)

*Questions about content, credit card payments, or how to bring this program to your workplace?*

*Contact Kathy at*

*KathyBote@CourageSpeaks.com*