

Dale Carnegie Course

How to Deal with Difficult People and Customers

Presencial

Lo que aprenderás

Learn how to work more effectively with difficult people. Apply strategies for negotiating and compromising with difficult customers. Discover how to gain cooperation and change behaviors without creating resentment.

Por qué lo deseas aprender

The way you deal with a difficult person will determine future relationships and can impact an organization's productivity and bottom line.

Cómo te ayudará

You will gain the confidence to confront and effectively deal with the behaviors of difficult people rather than reacting negatively.