

Habilidades de Liderazgo

# How to Turn Difficult Employees into Productive Contributors

Presencial

This dynamic one-day seminar will show you how to use Dale Carnegie's proven human relations principles to transform dysfunctional behavior into useful work patterns.

## Lo que aprenderás

During this interactive workshop, you'll learn different response styles that contribute to our difficult employee relationships, how to increase skills in understanding and relating to difficult employees, and develop a plan for how to relate.

## Por qué lo deseas aprender

To understand and resolve conflict that occurs in the workplace using the conflict response model.

## Cómo te ayudará

You will be better equipped to stop dysfunctional behavior from creating conflict, destroying morale and killing productivity.