

Dale Carnegie Course

# How to Deal with Difficult People and Customers

Åpne programmer

## Hva du vil lære

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.

## Hvorfor du bør lære det

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

## Hvordan det vil hjelpe deg

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