



NAEDA Knowledge Net presents...

E-Courses

Dealing with Difficult People



Michelle Currie

Customers, employees, employers, friends, family – anyone we come into contact with can be difficult to deal with at times. Difficult people range from those who say or do nothing to the point where it affects our ability to achieve our goals to people who scream and shout to the point where we feel violated. The consequences of these difficult interactions usually leave us feeling attacked, ignored, or degraded. This E-course will provide strategies to allow you to assert yourself to achieve your goals. This is a behavioral program and will require participants to practice new skills. The format for the program will be lecture and interactive role-playing.

Michelle Currie, managing partner, Currie Management Consultants, will conduct this three-part e-course. Currie Management Consultants is considered among the elite organizations working with North America's equipment dealers.

Module 1 - November 4, 2003, 2:00 p.m. to 4:00 p.m. (CST)

Identifying and Examining the Trouble Spots: Learn to identify your personal "trouble spots." A thorough examination of specific situations will begin the process of change.

Module 2 - November 11, 2003, 2:00 p.m. to 4:00 p.m. (CST)

What to Say and How to Say It: Learn verbal and non-verbal skills that will assist you in dealing with difficult situations and people based on your specific needs.

Module 3 - November 18, 2003, 2:00 p.m. to 4:00 p.m. (CST)

Increasing Effectiveness In Goal Achievement, Interpersonal Relationships and Maintaining Self-Respect: Strategies for increasing or decreasing the level of intensity of your behavior based on the situation and balancing goals/relationships/values.

How it works:

- Each NAEDA E-Course consists of three modules, each module lasts approximately 2 hours.
- Uses the Internet for visual presentation and the phone for audio.
- Prior to each e-course, you will receive a link to the speaker's Internet presentation and a toll free phone number to connect to the audio.
- The price is for one Internet/telephone connection per dealership. There is no limit on the number of staff who wish to participate.

Get topical, industry-related education without the expense of travel and time away from your dealership.

Cost:

\$499 U.S.

(for NAEDA dealer members)

\$599 U.S.

(for non-members)

Payment must be received with registration.

To register:

Return completed registration form and fax it to NAEDA at 636/349-5443, or mail it to NAEDA at 1195 Smizer Mill Rd., Fenton, MO 63026, or

Register Online

at www.naeda.com

(click on "Education Services" then "Knowledge Net")

For more details:

Call Kim White, NAEDA director of distance learning, at 636/349-6202 or e-mail to whitek@naeda.com

NAEDA KNOWLEDGE NET E-COURSE REGISTRATION FORM

Dealing with Difficult People

\$499, Member

\$599, Non-member

NAME: _____

Amount \$ _____ Total \$ _____

DEALERSHIP: _____

ADDRESS: _____

PAYMENT TYPE: Check MC Visa AMEX

CITY, STATE/PROVINCE, ZIP/POSTAL CODE: _____

CARD NUMBER: _____

PHONE: () _____

NAME ON CARD: _____

E-MAIL: _____

EXPIRATION DATE: _____

SIGNATURE: _____