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**BAMBI VS. GODZILLA**  
**“Dealing with Difficult People: Keys to Empowered Communication”**

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**Difficult people are everywhere! They can be patients, co-workers, Dr’s, neighbors, even spouses. This program humorously reveals the six basic difficult personality styles that are out to drain you and your practice of vital energy. You will learn what they do, why they do it, and what you can do about it! Your team will learn how to stay empowered in the face of negative, reactive, and draining people – and laugh while they do it.**

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### **OVERVIEW**

Unfortunately, every practice has its share of difficult people to deal with. Some may be patients, some may be co-workers -- but in either case, dealing with them in a way that leads to success is a critical skill.

**“Bambi vs. Godzilla”** helps participants understand negative behavior, and to increase their skill level in dealing with difficult personality types.

The objective of this program is to increase the awareness of why difficult personality types act the way they do, and how to successfully implement strategies and techniques to achieve mutually beneficial outcomes.

### **KEY TOPICS**

This training program will enable you to . . .

- ☞ Understand why people behave the way they do.
- ☞ Learn the origins of negative behavior.
- ☞ Discover how to not react to reactive people.
- ☞ Understand how to increase your behavioral repertoire.
- ☞ Develop strategies for empowering your communication style and moving negative behavior toward positive results.
- ☞ Create an energized culture and climate in your office.
- ☞ Increase your patient service effectiveness.
- ☞ Use power-driven communication to positively influence others.

### **RESULTS**

Your people, and your practice, will realize these benefits. . .

- ☞ Understand negative behavior without reacting to it.
- ☞ Increase skill level in dealing with difficult personality types.
- ☞ Increase confidence when dealing with patients and co-workers.
- ☞ Decrease conflict and misunderstanding.
- ☞ Increase patient service effectiveness.
- ☞ Re-energize office environment and morale.
- ☞ Positively influence the behavior of others.
- ☞ Realize results on your bottom-line as your staff apply the principles of empowered communication.

***SESSION DESCRIPTION FOR PRINTED PROGRAM:***

**Difficult people are everywhere! They can be patients, co-workers, Dr's, neighbors, even spouses. This program humorously reveals the six basic difficult personality styles that are out to drain you and your practice of vital energy. You will learn what they do, why they do it, and what you can do about it! Your team will learn how to stay empowered in the face of negative, reactive, and draining people – and laugh while they do it.**