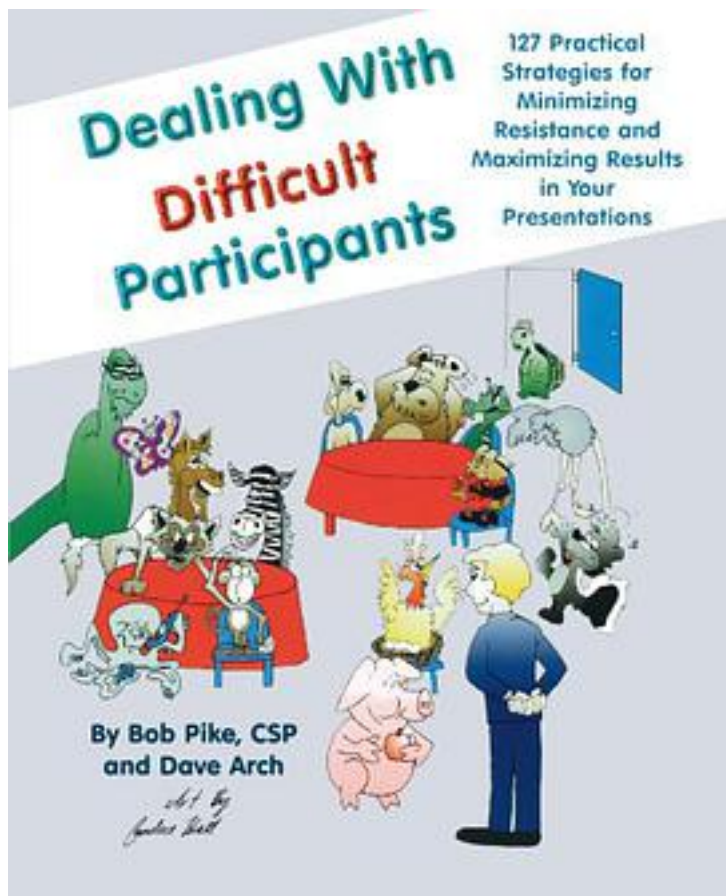


Dealing with Difficult Participants



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If you deal with difficult participants in your training sessions, you know the destructive effect they can have on their own learning, as well as on the group's learning process. This helpful guide book provides you with the knowledge and skills needed to deal with almost any difficult participant. You will learn first how to identify the types of

difficult participants, and then how to decide which technique (127 in all) is best suited for dealing with that individual. Finally, youa ll learn the steps of each technique and how to achieve maximum results. Learn to deal with "difficult participant" types such as: aeo The Latecomer aeo The Preoccupied aeo The Introvert aeo The Domineering ...and more! Dona t let difficult participants get the best of you. Maximize the learning potential in all your training sessions with Dealing with Difficult Participants!

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