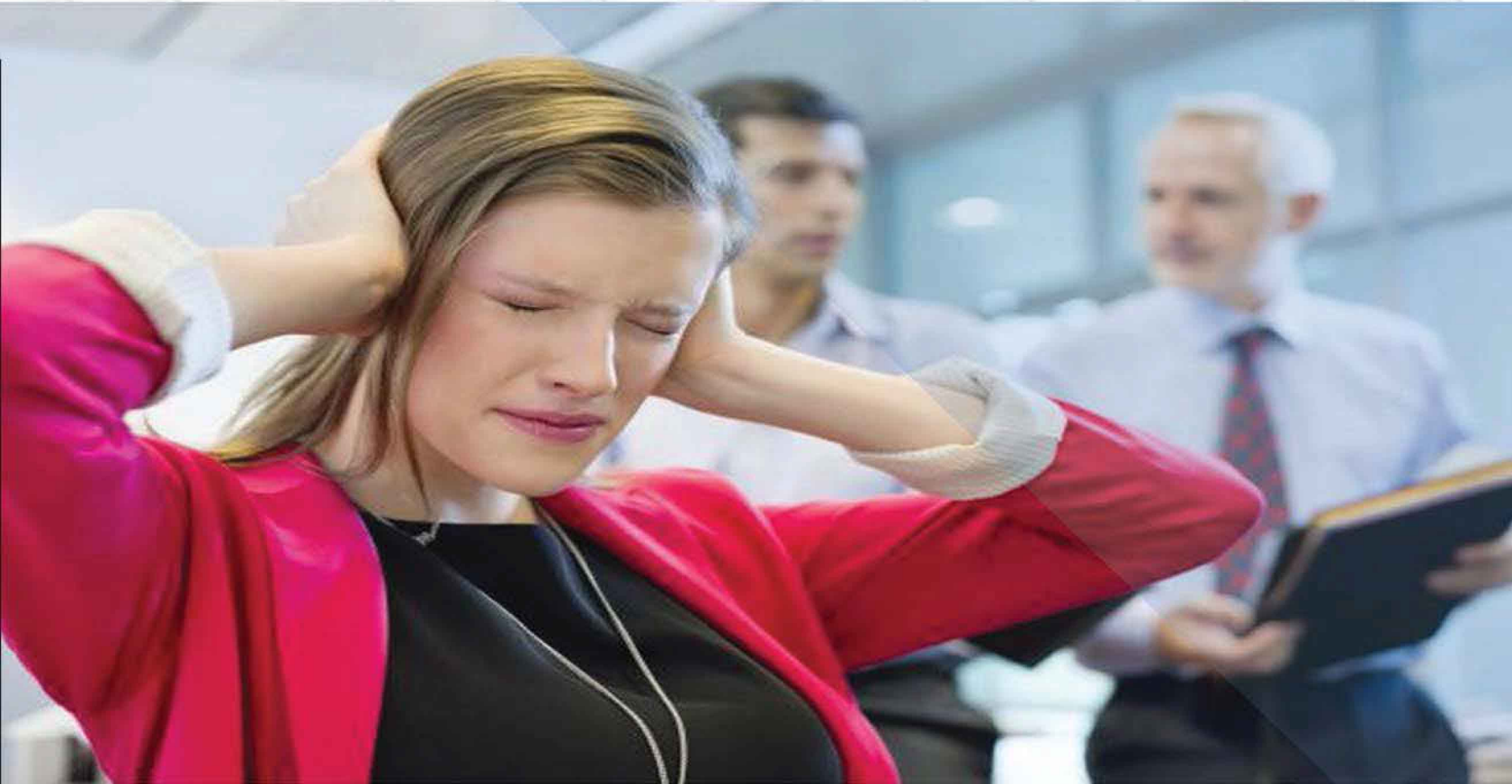




**ACE
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Diploma in Dealing with Difficult People

The aim of this course is to provide you with many of the best ideas and solutions for dealing with all types of people and situations.

This course is of value to managers, supervisors, customer service staff, front line and call centre staff or those who handle the following:

- *Aggressive and angry and customers
- *Hostile negotiators
- *Conflict with colleagues and other departments
- *Aggressive and hostile behaviour from senior colleagues and management
- *Defensive and angry reactions from team members when reviewing performance
- *Continual negativity from colleagues and project team

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