



Don't let the smile fool you.

This guy is one big pain in the you-know-what.

Despite the smile, things are never easy with this one. It's always something. Always a challenge. Always strained. And you're at your wit's end trying to work with this person.

As a manager or co-worker, you have to deal with him every day - on the shop floor, in the IT office, on the sales force, wherever: The "difficult" employee, to put it politely.

You might try different tactics - avoidance, e-mails, sending someone else, bundling several issues - but nothing seems to work.

And if you have to deal with more than one of these, well...your life isn't much fun these days.

Here's a suggestion: Join Dale Carnegie instructor Frank DiSano for this free special event: *Dealing with Difficult People*, to be held on Thursday, May 8, from 8:00 to 10:00 am at High Tech Rochester, 150 Lucius Gordon Drive in West Henreitta, NY 14586

Frank will give you the skills to embrace and enhance your relationships with these individuals. First he'll look at the characteristics of effective people and how they operate. Then there is a self-assessment to reflect and examine your own strengths and abilities. Finally, he'll give you the tools to make a tangible change to that difficult relationship with someone in your life.

Join us for a free presentation

Dealing with Difficult People

Thursday, May 8, 2014

8:00 - 10:00 a.m.

High Tech Rochester

150 Lucius Gordon Drive
West Henrietta, NY 14586

Free of charge. Space is limited.

[Register here in advance.](#)

Featured Presenter

Frank DiSano
Dale Carnegie