

Black Belt Mediation

presents:

Dealing with Bad Guys, Jerks and Other Difficult People

Human beings in conflict situations are often “difficult” – they make rude and insensitive remarks, they interrupt you, yell at you, threaten you, make irrational demands, and engage in a host of other disrespectful and unproductive behaviors. To be an effective advocate for your client, you need to know how to address these behaviors, whether they come from your own client, the other party or opposing counsel.

“To master your opponent, master yourself.”

(Ancient Martial Arts Principle)

Many communication and negotiation courses will give you a series of tools for “Getting To Yes” or “Getting Past No”. This course will provide you with a new framework for dealing with so-called "difficult" people, so you can fully utilize the most powerful tool in any situation: *your own state of mind*.

You will learn what you can do

- ▶ to positively affect your mindset before you interact with that “difficult” person, and
- ▶ to maintain a productive mindset throughout your interaction,

so that you are in the best position to *choose* the most appropriate tool to handle the particular situation and then *use* that tool effectively.

What will you take away from this course?

- ✓ An increased awareness of your potentially biggest problem in conflict situations – your own frame of mind – and how you can turn that into your biggest asset.
- ✓ Powerful tools you can use immediately to improve your communications with *everybody* you encounter in your legal practice.
- ✓ Strategies to master yourself, keep your sanity, become a more effective negotiator, and achieve better results.