

## PROFESSIONAL DEVELOPMENT PROGRAMS

NOVEMBER 4, 2015

8:30 AM–4:30 PM

# DEALING WITH BEASTLY PEOPLE

We all manage difficult people in our lives. However, what do we do after we've tried the usual conflict resolution methods and these people don't respond but become worse in their behaviors? They've gone beyond being difficult. They're acting beastly and adversely affecting all around them. Allowing them to continue would cause great harm. They need to be dealt with now.

Agati presents a two-fold program designed to provide us with a practical approach that works. It is based on Two Truths: that people know what they are doing and they need to be held responsible for their choices.

The concept of encouragement will be discussed with specific examples of how encouragement addresses the ten major elements that discourage us daily and demonstrates why praise is of limited value. He then identifies the techniques people will use to discourage us from encouraging them, why they resist any encouragement, and what we can do to remain an encouraging person.

## THIS PROGRAM WILL HELP LEADERS:

- Understand a practical approach to dealing with beastly people
- Learn the concept of encouragement and specific examples
- Identify techniques of why people resist encouragement and how to continue encouraging.



**Jack Agati**

*Jack Agati is a presenter and trainer in the area of human relations and management. He has combined his education and experiences into a practical and common sense series of presentations relating to the successful management of the Social Aspects of Business. For over twenty five years as a professional speaker, his appearances at conferences and business engagements have earned him a reputation for useful and relevant material combined with humor that makes learning enjoyable.*

*Jack is a graduate of West Virginia University with a Master's degree in Counseling and has done post-graduate work at the University of Vermont. Prior to becoming a presenter, Jack worked for over fifteen years in public education as a counselor and Director of Student Services.*