



## Cutting edge communication comedy series. Handling anyone difficult /

Seven Dimensions,  
2013

Instructional films

Material Projectable

Steve teaches Carlos 6 key skills so problems don't escalate with difficult people. We all have to deal with difficult people. Carlos complains to Steve about difficult people he has to contend with on a daily basis. He often feels like hitting them, which Steve naturally discourages. Carol offers her six ways of dealing with difficult people, explored by Steve and Carlos: (1) Observe calmly, do not get sucked into people's dramas. (2) Listen and show empathy. Acknowledge people's frustration. (3) Focus on facts: see what people want, and what you can do for them. (4) Ignore bad behaviors, no matter what people are dishing up (this can be easier said than done). (5) Give feedback about bad behavior in a constructive fashion. (6) Build your skills by rehearsing dealing with difficult people. As Steve says, 'be 100% Zen'. And believe it or not, dealing with such people helps you get to the next level

<https://rebiunoda.pro.baratznet.cloud:28443/OpacDiscovery/public/catalog/detail/b2FpOmNlbGVicmF0aW9uOmVzLmJhemF0ei5yZW4vMzQ0ODk3MzU>

**Título:** Cutting edge communication comedy series. Handling anyone difficult [produced by] Eve Ash

**Editorial:** Melbourne, VIC Seven Dimensions 2013

**Descripción física:** 1 online resource (8 min.)

**Duración:** 000735

**Mención de serie:** Academic Video Online

**Nota general:** Title from resource description page (viewed Oct. 27, 2014)

**Formato físico adicional:** Previously released as DVD

**Lengua:** In English Original language in English

**Materia:** Industrial relations Psychology, Industrial Problem employees

**Entidades:** Seven Dimensions Films of Australia. prn

**Punto acceso adicional serie-Título:** Cutting edge communications comedy series

## **Baratz Innovación Documental**

- Gran Vía, 59 28013 Madrid
- (+34) 91 456 03 60
- [informa@baratz.es](mailto:informa@baratz.es)