



<i>Coping with Difficult People</i>	
Objectives	Some people are harder to care for than others. This program will provide you with strategies and dialogue for interactions with the “personality-challenged” folks in your life.
Overview (outline)	After attending this program you will be able to: identify reasons why people are difficult; predict when you are prone to overreact to the difficult person; use empathy and tact even when under pressure; avoid mirroring the angry person; respond calmly to difficult people; and reduce the stress of difficult interactions.
Honorarium Fee	Contact MEMS
CE Information	Contact MEMS