

SELF CARE WHEN DEALING WITH DIFFICULT PEOPLE WORKSHOP OUTLINE

- I. Self Care (keeping oneself in a healthy place and thus less vulnerable to the negativity of difficult people)
 - A. Overview of Stress Management Strategies
 - B. Self Talk Strategies
 - C. Relaxation and Imagery
- II. Uses of Active Listening Skills (“verbal aikido” with difficult people)
 - A. Basic Skills
 - B. Practice Exercises
- III. Use of Assertiveness
 - A. Basic Concepts, especially non-verbal behaviors
 - B. Basic Practice
- IV. Conclusiojns