



The 60-Minute Active Training Series: How to Bring Out the Better Side of Difficult People, Leader's Guide

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Paperback

978-0-787-97354-4

December 2004

\$25.00

DESCRIPTION

Faced with people we don't like or don't understand, most of us tend to write them off, or worse still, vent about them to others. *How to Bring Out the Better Side of Difficult People, Leader's Guide* from the popular *60-Minute Active Training Series* offers facilitators a ready-made, effective one-hour program that teaches how to approach difficult people in productive ways. Specifically, participants will be learn how to

- Draw out people rather than closing them down
- Overcome their own barriers to understanding others
- Look beyond the surface to learn what make people "tick"
- Take a novel approach when a relationship feels stuck

ABOUT THE AUTHOR

Mel Silberman is president of Active Training in Princeton, New Jersey, a consulting firm that provides courses on active training techniques, interpersonal intelligence, and team facilitation. He is the author or coauthor of the best-selling books, *Active Training*, *101 Ways to Make Training Active*, and *PeopleSmart*.

Freda Hansburg is vice president of Active Training and coauthor of *PeopleSmart*.

 **SERIES**

Active Training Series

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