

# Bambi

Vs.



# Godzilla!



"How to Deal With  
Difficult People"  
& Get Results

***Psychologist, Bruce Christopher is one of the most sought after speakers in the Fortune 500 and in many other prestigious organizations. His unique style of EnterTrainment™ blends practical applications with in a laughing environment. Laugh and Learn.***

***Bruce Christopher Seminars***

***(952) 988-9466 Visit & Interact at our website: [www.bcseminars.com](http://www.bcseminars.com)***



Powerful People Principle: "What you don't know about people. . .

"

## I. Why Are There Difficult People, and Why Do They Do What They Do?

*"They do it because \_\_\_\_\_"*



## II. How to Stay Empowered With People:

### The Surprise Effect!

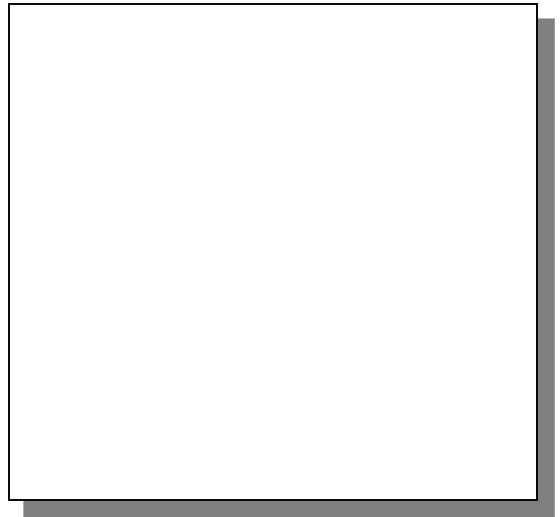
1.

2.

3.

4.

### The Boundary Box





Visit my website and ask for the *FREE*  
article entitled  
*"Bambi vs. Godzilla"*



# Dealing With

# Difficult People



Type	What They do & Why	What you should NOT do	The Surprise Effect & Interrupting Patterns
 <b>Volcanos &amp; Bulldozers</b>			
 <b>Zingers</b>			
 <b>Know It Alls</b>			
 <b>Whiners &amp; Complainers</b>			
 <b>Delightful Undependables</b>			
 <b>The Silent Types</b>			