

# Dealing with Challenging Situations, Difficult People and Annoying Co-Workers

## Description

This presentation will increase awareness of the powerful forces of laughter, fun and creativity as they relate to work performance, employee retention, health, attitudes and life. A light-hearted attitude creates an atmosphere conducive to more effective and innovative problem solving, as well as a non-defensive style of handling conflicts. All employees now need effective skills for coping with all the problems and uncertainties associated with change. Humor has proven itself to be a powerful skill in this respect. You can adopt a lighter attitude on the job and still maintain your usual high level of professionalism, competence and responsibility.

## Objectives

- Help participants explore their own use of humor in their private lives as well as their professional activities.
- Recognize the value of humor and creative problem solving as an intervention tool with employees.
- Experience the value of mirthful behavior as a leveling agent to provide a common ground for employee trust and in areas of conflict.

## Target Audience

This is considered a general session that would benefit anyone who would like to seek new ways of creating a work environment in which employees can retain a frame of mind conducive to providing a peak performance and quality service — even on the tough days!



*Why are rubber chickens funny?*

