We hope there’s something here that might help you, inspire you – or perhaps give you comfort in facing a difficult situation. Naturally however, we can only address a few issues in such a brief guide.

If you find this content informative then you’ll love what we present in our seminar:

**From Conflict to Co-operation** – Skills for handling difficult colleagues, clients or troublesome family members.

(The information included here represents less than 1% of the handouts available when you attend).

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**Disclaimer:** The contents of this guide (the ‘material’) are provided as general information only. Nothing is intended as specific advice and cannot be relied upon as such. If you are concerned about your personal or work relationships it may be that you should seek professional advice. No warranty is given in relation to the accuracy, currency or completeness of the material. It is a condition of receiving this material that the reader assumes all risks associated with the use of any material. [www.rapidinsights.com.au](http://www.rapidinsights.com.au)

**Rapid Insights Seminars** Melbourne, Canberra, Sydney, Brisbane, Adelaide, Perth Telephone: 1300 127 232
We’re happy to share this information with you today. The skills and insights here are practical and useable. All of the information is valuable. Some of it is priceless.

If you can, print this guide right now. That will make sure it doesn’t just disappear into your downloads folder forever.

Depending on your personality type your best learning may come from sustained reflection – so reading each paragraph a few times may be particularly valuable.

In addition, we recommend that as you read the material you ask yourself this question – “how can I use this information?” Asking yourself this question helps bring the material into focus in your mind.

Thousands of people have welcomed the practicality of the material presented here and in our seminar. They have used it to effect positive change in their relationships at home and work. In many cases people report it’s like a giant weight being lifted from their chest.

Can you imagine that feeling?

Well, to achieve this you need to know what to do. But you need more than that. You need the courage or self-discipline as well as the circumstances and opportunity to put your knowledge into action.

Many people already know what they need to do about many situations in their lives – but for a variety of reasons – are not doing it.

How to use this guide
Firstly, understanding that conflict and disagreements are normal and inevitable can help us realise that they are a natural part of life. They just happen and they happen no matter how good and caring or well-intentioned we might be.

Repeat – if you are human – you **will** have conflicts and disagreements.

But what might happen if you had a useful insight into how to minimise the number of your conflicts?

In our work, we draw significant insights about human interactions from the work of Virginia Satir ([Google her if you’re interested](#)). Virginia spent her life understanding how people communicate, get along, create and resolve conflict.

To paraphrase one of her most outstanding observations....

Most conflicts between people can be traced to one of two main causes.

The first is: people misunderstand what others mean when they say or write things.

The second is: conflict occurs when people have different levels of information about things.

How can you use Virginia Satir’s observations? When you find yourself in conflict or disagreement, ask yourself:

might the problem I am having with this person be because of a misunderstanding over what they mean (when they used a particular word, phrase, tone of voice) or maybe because one of us is operating from a different level (of power, knowledge, authority etc)

If the answer is “yes it is” or “maybe it is,” then consider doing something to fix the problem.
Conflict resolution – how Dale Carnegie can help

We people of the 21st Century are pretty knowledgeable – we know lots more than earlier generations about things like medicine, sport, space travel, communications – but there are gems to be found in the wisdom of the ages.

A man named Dale Carnegie wrote a terrific book called: *How to Win Friends & Influence People.*

This well known book has been in print for more than 80 years and you’ll find it in any reputable book shop. Do yourself a favour and buy it.

Dale Carnegie was a genius in how to interact with people. Within the magic of that book he gives particular tips to help persuade people to your way of thinking.

The first tip is: Never say to another person “you are wrong.”

The second tip is: If you are wrong – admit it quickly and emphatically.

Here are some other considerations for helping to influence or persuade others:

- Make it easy for the other person to “do business with you, to be with you, to deal with you”
- Use words that are familiar to the other person – speak to them in language they know and are comfortable with
- Focus on one point at a time to build agreement. After each point ask: “Do you agree with xyz?”
On the question of whether to confront a difficult person or situation

Have you got a difficult person or difficult situation in your life? Are you ‘skirting’ around the issue? Are you avoiding having to face up to it?

Is that making you feel anxious, worried, exhausted even?

Consider this (it might help kick-start what you need to do):

“It can take more effort and energy to avoid or not face up to a situation than to actually address it head-on.”

Quote from Dr Paul Hauck, a Canadian Psychiatrist

Defining who are “difficult” people is a matter of opinion. Consider the implications of these statements.

- People you find difficult are not necessarily difficult for all other people
- Someone probably finds you difficult – and you might find this hard to believe because you do not consider yourself a difficult person

Noted psychiatrist Carl Jung observed there are two particular personality types you would ‘get on with like a house on fire’; but there are two other personality types that you will find it particularly difficult to understand, manage, work or even live with.

Did you know that most people marry ‘the wrong person’? You’ll find an explanation of this and what you can do about it in our seminar – in Australia one third of marriages end in divorce; another third would like to divorce but for various reasons cannot.

This means that 2 out of 3 marriages are ‘in distress’.
People who already know they’re difficult

Firstly, it’s important to realise that some people are just plain difficult, and nothing you do or say will ever change the situation.

The fact is that some people who are difficult know very well that they’re being difficult.

For these people, their behaviour is often just a game – a tactic, a strategy – to achieve their desired outcome.

If someone says they can’t help their behaviour because they are “just like that,” consider a response along these lines:

“You probably can change your behaviour... your behaviour is not something you were born with, it’s something you choose... you could choose to behave differently.”

People who don’t realise they’re difficult

On the other hand, some people who are “difficult” may not actually know they’re difficult and may need to have this pointed out to them. It may be that what’s obvious to you is not so obvious to others!

Some people with poor inter-personal skills don’t know they have poor interpersonal skills and may need to be told. You need to decide if you or someone else is going to point this out to them. Depending on their personality type there are different ways to go about this task, which we examine in different ways at our seminar.

Consider this: if someone’s behaving in a way that’s unacceptable or inconsiderate and no one has said anything (or challenged the situation) then that “unacceptable behaviour” is in fact being accepted!
It’s true that many people will go to extraordinary lengths to avoid conflict. The problem is that behaviour that is unchallenged is behaviour that is endorsed. Repeat...

**Behaviour that’s unchallenged is behaviour that’s endorsed**

So, are all problems and conflicts solve-able?

It would be nice if they were, but the answer is NO.

Some problems and conflicts are so complicated that they’ll defy unravelling. And some people do not want to resolve the conflicts in which they find themselves. Some people enjoy conflict and it’s often not in their interests to co-operate or change. This is particularly true of certain personality types, a subject we explore in iur seminar.
Hopefully you’ve found this information useful and will use it right now to find ways to improve those difficult relationships in your life. You may also want to attend one of our fantastic one day seminars.

They are **CRAMMED** full of useful tips, techniques and strategies. People love the content and the energy of the presentation and there are no role-plays.

We do all the work. You just soak up all the great information and connect the dots on how to use these insights and discoveries in your own relationships. There are guaranteed to be tips you can use immediately to get that “weight off” feeling in your relationships that might be causing problems.

>> Click here to find out when our next live seminar is being held [http://www.trybooking.com/112139](http://www.trybooking.com/112139) <<

Here’s what a recent attendee had to say:

“I just wanted to pass on my feedback about the seminar yesterday. It was bloody fantastic! I have now realised that the guy that works directly opposite me every day is a particular personality type – and that his personality type is my natural adversary.

When I first started in the team his snooty attitude used to drive me (and other team members) nuts and I could never understand where he was coming from. I used to say to myself “this guy is a knob!” However, I now know what to do and say…. the insights you have given me have changed my life.”

Barbara Heaney
Gavan Podbury is the author of Personality Matters and facilitator of the Colour Wheel Communication technique. He is regarded by many as Australia’s leading speaker on handling difficult people, behaviours and situations; and personality profiling.

Over 26,000 people have attended our seminars from all levels of government, organisations and business.

To attend a **From Conflict to Co-operation** 2015 seminar, register online at:


Read testimonials from satisfied participants and get additional information at:


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**What others are saying about Rapid Insights**

“We found this seminar ‘mind-changing’ to say the least. You provided more information in 1 day than most provide in seven. Thanks again, we cannot wait to have you back.”

JD, Manager, Jellis Craig Real Estate

“We continue to engage the services of Rapid Insights on a regular basis. Staff and management Australia-wide are impressed with the quality results always delivered.”

Jo McLeish, HR/Mgmnt Support, Centrelink

“Gavan has conducted a number of sessions for the Productivity Commission in Melbourne and Canberra and has done a terrific job. Staff really felt that he was speaking to them directly about their situation rather than just trotting out a ‘stock standard’ delivery. I believe everyone both enjoyed and benefitted from his sessions.”

Kath Micallef, Productivity Commission