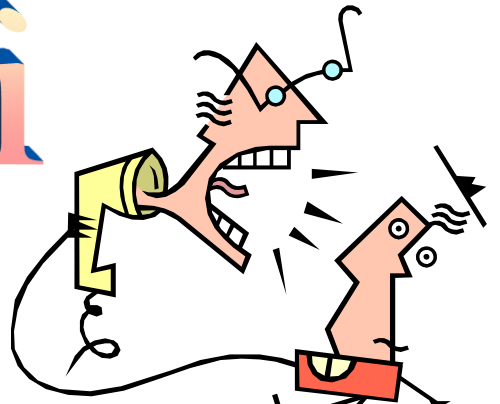


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Vs.



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

“They do it because _____”

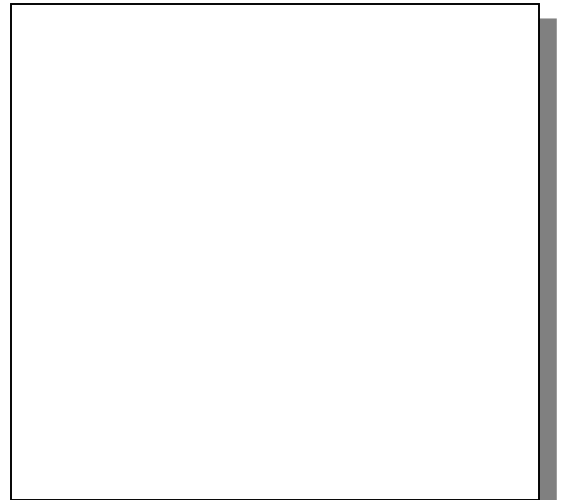
II. How to Stay Empowered With People:



The Surprise Effect!

- 1.
- 2.
- 3.
- 4.

The Boundary Box



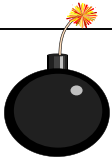
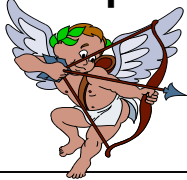




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Dealing With

Difficult People



Type	What They do & Why	What you should NOT do	The Surprise Effect & Interrupting Patterns
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