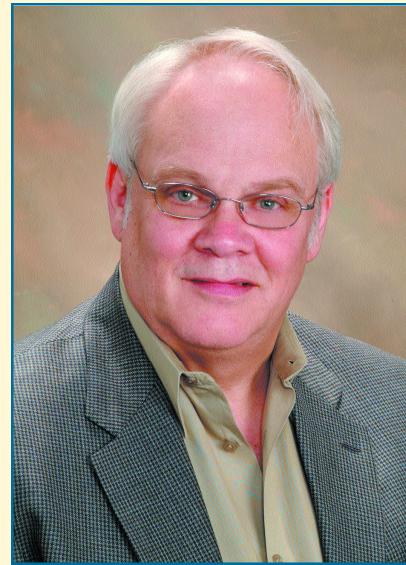


# Harry E. Chambers



**Author of:**

***The Bad Attitude Survival Guide: Essential Tools for Managers.***  
Reading, MA: Addison Wesley Longman, 1998.

***No Fear Management: Rebuilding Trust, Performance and Commitment in the New American Workplace.***  
Delray Beach, FL: CRC/St. Lucie Press, 1998.

***Getting Promoted: Real Strategies for Advancing Your Career.***  
Reading, MA: Perseus Books, 1999.

***Communication Skills for Scientific and Technical Professionals.***  
Cambridge, MA: Perseus Books, 2000.

***Finding, Hiring and Keeping Peak Performers.***  
Cambridge, MA: Perseus Books, 2001.

***My Way or the Highway: The Micromanagement Survival Guide.***  
San Francisco, CA: Berrett-Koehler Publishers, 2004.

Harry brings 30+ years of practical business experience to his content-rich presentations. His experience ranges from that of an hourly employee to executive officer in the sales, operations, training and administrative areas with privately held and Fortune 500 companies. He is President of the Atlanta-based training/consulting company, Trinity Solutions, Inc. and a graduate of Kent State University.

Harry has worked extensively with industry leaders such as Cingular Wireless, Pratt and Whitney, and Carrier Corporation, as well as many public sector and non-profit agencies. He is a frequent presenter at Inc. Magazine's Leadership Development conferences and his work has been featured on the web sites of CNN FN and Business Week OnLine. An award-winning author, his books have been translated into six foreign languages. His articles, excerpts, and direct quotes appear in many publications and journals, including *Executive Excellence*, *Success* and *Cosmopolitan* magazines. He has been interviewed on *NBC's Today Show*, *ABC's Morning News*, and *National Public Radio's "Morning Exchange."* He is a frequent guest on radio talk shows discussing "*Negativity in the Workplace*" and "*Dealing with Bad Attitudes*" along with a variety of management and leadership issues.

Harry has professional relationships with the following universities:

- University of Arkansas, Sam M. Walton School of Business
- Boise State University, Center for Management Development
- University of Georgia, Carl Vinson Institute of Government
- University of Minnesota, Carlson Business Center
- Southwest Missouri University, Management Development Institute

He serves on the Board of Directors for *America Outdoors*, the premier association for whitewater rafting companies and outfitters.

Satisfied clients include:

Tyson Foods  
TEVA Pharmaceuticals  
American Bankers Assoc.  
Electrolux Home Products

Make-A-Wish Foundation  
Georgia Hospital Assoc.  
John Hopkins Medical Center  
Otis Elevators

Bell South  
I.B.E.W.  
Centers for Disease  
Control and Prevention

## Effectively Dealing With P.I.T.A. People

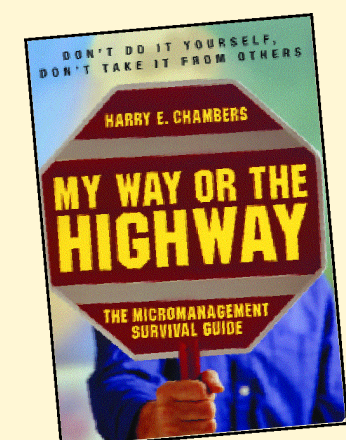
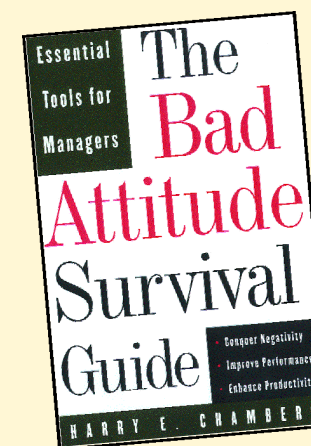
### People Who Are a:



### Survival Skills for Today's Workplace

*"Learning to deal with the drama, defensiveness, disruption and disrespect in today's work environment"*

Presented By Harry E. Chambers *Author of:*



TRINITY SOLUTIONS, INC.

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## About the Presentation

A full-day, content-rich program that provides participants with strategies for dealing with challenging people, including:

Peers/team mates/coworkers  
Customers  
Managers  
Personal relationships

## Participants will learn to:

- Keep their head ... when everyone around them is losing theirs
- Communicate more effectively with challenging people
- Neutralize the impact of others' negative behaviors
- Become less of a target for the "P.I.T.A. People" in their environment
- Turn negative situations into more positive opportunities
- De-escalate conflict
- Defend themselves from unfair criticism
- Overcome the resistance and defensiveness of others
- Separate people's attitudes from their behavior
- Protect themselves from manipulation, intimidation and disrespect
- De-personalize their relationships with difficult people
- Limit the damage done by aggressive and passive/aggressive coworkers
- And perhaps ... identify some of their own **P.I.T.A.** behaviors.

This program provides valuable information and skill development for every person in the organization. All managers and staff will benefit from gaining a better understanding of the motivations and behaviors of those with whom they interact.

### Instructional Methods

Instructor-led group discussions  
Interactive group participation  
Multiple skill practice sessions  
Case study evaluation

## Program Content

### I. Framing the Issue

- The root causes of bad attitudes and challenging behaviors
- Separating attitude from behavior
- Understanding the opportunities and limitations of dealing with others
- The positive negative cascade
- Learning to practice "self defense" against the P.I.T.A.s

### II. Specific Strategies for Dealing With:

- Anger/negative emotion
- People who are defensive
- Whining/negativity and those who "spread their poison"
- The practitioners of passive/aggressive behavior
- People who bring their "perpetual personal problems" to work
- Negative nonverbal communicators

### III. Dealing Effectively with the Manipulative Behaviors

- Appeals to guilt
- Inappropriate emotional displays
- Personal attacks
- Surrenderization (the passive ones)
- Inconsistent trust
- Drama kings and queens

### IV. The "High Intensity" Practitioners of P.I.T.A. Behaviors

- Venting, gossiping and talking about others behind their backs
- The "brutally honest" bully
- The "know-it-all"
- Confidentiality violators
- The "ya buts"
- Micromanagers (peers as well as managers)

### V. Violations of Dignity and Respect

- Identifying the behaviors of dignity and respect
- The eight critical violations of dignity and respect
- Specific strategies for dealing with those who are disrespectful

### VI. Specific Corrective Tools

- Dealing with difficult customers
- The workplace apology
- Reapproaching a negative exchange or damaged workplace relationship
- Communicating your work "overload" effectively