

USA Volleyball Retreat Feedback (Nov 2014)

Taming Godzilla and Other Difficult People with Laura Benjamin

If you wanted to recommend Laura to others, what would you say?

- Great job!
- Excellent workshop, very valuable
- I would say that she really knows what she's talking about and can help any office tame a Godzilla
- Informative
- Laura is a comforting voice to help you find the right tools to deal with all types of people, not just difficult ones." --Lori Okinura
- Laura is a good speaker who can deliver information clearly, even in limited time
- She has a fun and informative presentation
- Great presenter
- She is very thought provoking
- Excellent presentation, interjects humor and gives good examples
- She uses very effective concepts and methods that can reach every type of workplace and office environment
- Easy to understand. No dead points or lulls in conversation. --Quinton Kraeer
- She had some great information about how to deal with very difficult people. Highly recommend. --Amber Turner
- Dense, realistic tools to deal with difficult people (in 1 hour) --John Kessel
- Laura, you've always been fantastic. You rock! So glad to make contact with you again! --Carla Hall
- A very good speaker who suggested good tools to use both in everyday life and in the work environment. --Amber Scott
- Very charismatic, great speaker --Irina Damy
- Inspirational, informative, engaging --Patricia Daugherty
- So valuable to better understand yourself and your co-workers by personality --Matt Podschweit
- Well spoken, good material, enjoyable, nice speaking voice --Mariann Greenwood
- Great info! --Rose McPherson
- Pleasant speaker --Cecile Reynaud
- She's easy to like and listen to. The hour I spent listening to her I could tell how knowledgeable she is. --Stephen Munson
- Good information for a short period. --Collin Powers
- She is fantastic, so personable and easy to understand. --Veronica Sanchez
- Very knowledgeable in this facet of how to deal with these types of people - engaging and airy presentation. --Erin Leaser
- Broad understanding of concepts; good communicator. Send me your book. --Bill Hamiter
- Great speaker, very informative --Kristy Cox
- Laura paints a clear picture of how to approach different personality types with success. Very informative. --Barbara Eisenbeis
- She'll help you learn how to manage difficult people --Saron Wheeler
- Good "personality speaker for groups of officials - how to deal w/coaches - I'm the referee in the room. :-)" --Kathy Ferraraccio
- She is humorous and a good speaker --BJ Evans
- Great, upbeat, concise but effective speaker --Tim Ambruso

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What were the best things about today's program?

- Stayed within time allotted
- Learning the 4-F's and CARLA Concept
- The different personality characteristics were very interesting!
- The CARLA Concept resonated and feel that I can use that in upcoming situations
- Explanations of the types of difficult people
- Description of 8 types of difficult people and strategies to deal with them
- Laura's points were very relevant and applicable to the retreat objectives and outcomes. Great presentation of ideas to stimulate thought process.
- Discovering my personality type
- Defining each type of difficult people
- Knowing 8 types of difficult persons with approach ways
- Makes you place more thought into ways to deal with different individuals
- 8 types of difficult people and how to deal with them and what to say to them
- Laura is a good public speaker. She spoke well and was easy to understand. Audience was fairly engaged given early AM. The 8 types of difficult people.
- Really helped to get some introspective thoughts on how to evaluate different people
- Extremely simple and practical easy to apply concepts
- Good timing - detailed but to the point
- Good analogies, personable
- It was all good and informative. I'm eager to practice them.
- Wisdom shared from older/experienced to the youth of our staff
- Giving us techniques to deal with difficult people in the real world
- Tips for dealing with different types of people
- Valuable useful strategies presented
- Nice length. Easy to apply to real life situations. Great tone. Kept my attention.
- I really enjoyed the CARLA Concept. IN addition, the story about the house going through the fire was really inspirational to me.
- Learning how to deal with different personalities
- Brining light to some ideas on how to deal with difficult people
- Inspirational, informative, engaging
- CARLA Concept
- Getting good information about an issue that is prevalent in our lives and work
- Really enjoyed the humor and making/keeping possibly uncomfortable conversations light. Enjoyed the suggested approaches to the 8 difficult personality types.
- Your emphasis on this idea of building skill - we must practice and flex these people/ relationship muscles. And the way you blended humor in.
- Humor and tools
- Loved the example of surviving the fire - clear, easy to understand
- Learning about different types of people
- The CARLA Concept and 8 types of difficult people. I especially enjoyed all the funny quotes.
- The encouragement to be clear, friendly and firm when dealing with difficult people.
- The profile explanation and how to deal with different situations.
- Definitions of types of people and helped to identify the type of person I am. How to cope with difficult people and situations - easy key steps to follow and remember.
- Dealing specifically with 8 types of difficult people.
- Analyzing personality styles
- Enjoyed learning about personality styles and CARLA Concept
- Realizing our own personality types and the types we clash with

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- Her presentation style
- Strategies for dealing with the different personality types
- DISC discussion
- The house analogy

What do you wish we'd had more time for?

- Actual DISC analysis
- Leadership styles
- The 4-F method
- 4-F method
- More small group discussions and more real life examples on certain real life situations
- Hands on practice
- Specific strategies and DISC test and descriptions
- Digging deeper into the personality types
- Digging deeper into how to approach difficult people/situations
- Evaluating myself
- Her ideas were well presented
- Personality types
- Opportunities to discuss specific situations or role play. Most people learn best by doing, not just listening.
- Discussion and evaluation of our own personality
- More personality types and how they relate to each other
- Maybe troubleshoot a situation - see how our dialogue can improve - put people on the spot :-)
- More defining in between the 4 personalities
- I could have listened to how to approach "difficult" people in particular situations
- More on the ceramic house - I'll see Cabin Mama
- Delver more into the DISC system
- Taking an actual personality assessment
- Think she covered everything in the amount of time allotted.
- I wish the presentation could have been longer (sorry Laura, lol) so that we could've covered the topics in more depth.
- The personality types and what they mean
- 60 min was great!
- Actual personality assessment - questionnaire - people may be surprised by their own assessment
- More time to explain each personality
- Personality test?
- Hearing some more specifics, seeing examples of conversations.
- Practice
- More discussion time at table
- Short personality test
- More time going over the DISC personality styles.
- DISC (maybe folks do a quick test as pre-homework, to see where they fall in DISC)
- Group exercises to learn from.
- More specific examples of situations that may be prevalent in the office. Examples of how a "less powerful" person faces a "more powerful" person
- Blended personalities or situational personalities

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- Sufficient time
- Delving in personality styles
- How to deal with the different personality types
- It was a good length
- Talking with co-workers
- Real life case scenarios acted out

PROGRAM: Taming “Godzilla” and Other Difficult People

Few enjoy coping with conflict. But many have had to work with a difficult person. Just like “Godzilla” in the B-rated movies, difficult people tend to grow more challenging the longer they rampage down a destructive path. The sooner we learn skills and strategies to diffuse their damaging ways, the faster we can be productive, professional and personable.

This lively, interactive program reveals simple ways to assertively and respectfully manage relationships with people we define as difficult. You aren’t required to move mountains to make a constructive change in human behavior. Small steps, strategically placed will generate positive outcomes to leave you feeling more in control.

By the end of this program, participants will have learned how to:

- Describe your “favorite” difficult person
- Define each of the 7 types of difficult people
- Avoid dangers that lurk in the “Bermuda Triangle”
- Use Pareto’s Principle to put toxic behaviors in perspective
- Apply effective communication using the 4-F Model
- Leverage Marston’s Model to understand opposite behavioral styles
- Promote personal responsibility with the CARLA Concept™
- Measure success to motivate yourself and others

YOUR PRESENTER



Laura Benjamin is the owner of Communicate Colorado LLC, a consulting, facilitation and training company near Colorado Springs, Colorado. Laura has decades of experience training, speaking and coaching others on how to deal with difficult people. She has counseled employees whose possessions have been lost, set on fire and dumped in the ocean. She has worked with challenging managers, negotiated with disgruntled team members and facilitated fractious town hall meetings. Her respectful, results-focused approach has led to constructive outcomes and stronger relationships. Her programs are lively, interactive and provide useful tips and tools people can apply immediately to strengthen relationships with customers, co-workers and constituents.