

# DEALING WITH PEOPLE WHO MAY OR MAY NOT HAVE THEIR HEAD UP THEIR OWN BOTTOM



Who said life was meant to be easy?

Your grassroots workplace head up their own bottom person can be a difficult person to work with. These people are caught up on their self importance. They have an inflated sense of their abilities. Indeed anything that they touch turns to gold. They are not a team player and will often try and capture (steal) the glory for themselves.

Alas the person with their head up their own bottom completely ignores their own faults. They're quick to blame other people as they bask in the sunlight of their own brilliance. In this course, participants learn how to deal with these people.

*"Some people think that the world revolves around them but even the Sun is not the centre of the Universe."*

*- Halle Teart*

## KEY LEARNING OUTCOMES

At the conclusion of the course participants will be able to:

- ♦ identify the characteristics of a grassroots head up their own bottom person
- ♦ anticipate "head up the bottom" behaviours
- ♦ discuss the head up their own bottom person that causes the most problems (the customer bottom person)
- ♦ differentiate head up the bottom people from psychopaths (they often get confused)
- ♦ discuss strategies to deal with people with their head up their bottom
- ♦ consider the "Trump" impact
- ♦ list the challenges that are faced when communicating with people who have their head up their own bottom
- ♦ examine any changes that you can make to stop letting a head up their own bottom person get under your skin
- ♦ plan any discussions beforehand (don't go in half-baked)
- ♦ discuss tactics to disempowered

## NUTS AND BOLTS

### Would you like to attend this program?

For maximum effectiveness, this program is best conducted as an in-house program.

**Venue:** For your convenience, you can choose to conduct this program at your workplace. Alternatively, we can provide a training venue at a small additional cost.

**Duration:** Each course can be tailored to your timeframes.

**Target Audience:** Managers and staff

**Look at what you receive within 24 hours at no cost:**

- ♦ an obligation free proposal
- ♦ a bio of a proposed trainer
- ♦ training cost
- ♦ possible training dates (if requested)

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