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One certainty in life is you will not always see eye to eye with everyone. The purpose of this article is to share practical ideas on dealing with difficult people.

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## What s the problem Can You Hear Me Now CEAM

Perfect Phrases for Dealing with Difficult People by Susan F. Benjamin What s the problem? 1. Think about the
work-related experiences in which you routinely encounter someone who does (or doesn t do) something that
makes your job more difficult. Choose one example that you will use as your focus in this exercise Customer
Supervisor Coworker Direct report Other 2. A
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