Attention NACD Members

Let's face it; all of us have dealt with difficult people at one time or another. Now, there is a new series in AgLearn to help you develop the skills you need to work with difficult people.

This new series is titled **Fundamentals of Working with Difficult People.** Each one hour course listed below is available at **no cost to you** since your agency has prepaid for your license!

Click on the titles below to add these resources to your learning plan today. (Remember to have your eAuthentication ID and Password ready)

**Online Courses Available 24/7**

**How to Work with Aggressive People**
Through this course, you will obtain a set of tools and techniques suited to the particular type of aggressive person you may be dealing with.

**How to Work with Negative People**
Learn the characteristics of some common types of negative people you may encounter within the workplace, and strategies to help you deal with their behavior.

**How to Work with Procrastinators**
Reduce the negative impact procrastinators can have in the workplace, by having a set of tools and techniques suited to the particular type of procrastinator you may be dealing with.

**How to Work with Manipulative People**
This course provides an overview of manipulative behavior and discusses effective strategies for dealing with it, such as setting healthy boundaries and confronting the manipulative person.

**Identifying Difficult People**
Learn methods to help you recognize the characteristics of some common types of difficult people, better understand their motivations, and begin to deal with them more effectively.

**How to Work with Self-serving People**
Gain an understanding of two common types of self-serving people (arrogant people and busybodies) and the strategies you can use to deal with them.

**Dealing with Micromanagers**
Learn strategies for how to deal with a micromanager appropriately.

**Find many more resources by searching the AgLearn Catalog!**