

Working With Difficult People

Workshop for Faculty and Staff

Do you work with people who are difficult?

- slackers
- exploders

- complainers
- cynics

- needy
- controllers

- sabotagers
- caretakers

Participants will learn how to take control of your own responses in working with these types of people so you can effectively get your job done.

What past participants have said about this program...

“I learned how to respond to many types of ‘toxic’ employees in ways that lessen drama in my work-life and allow me to work much better.”

“The ideas presented were practical, hands-on and realistic. The program was participatory too!”

“The agenda and objectives met my expectations and were very methodical - I left with an action plan for back on-the-job.”

These concepts will be discussed:

- Define “difficult” person and discuss the impact at work.
- Explore difficult behaviors through a different “lens.”
- Explain and apply various tools, steps and strategies to take when working with difficult people.
- Identify specific actions you can take with a difficult person in your workplace.

**Wednesday
September 19, 2012**

8:30 am-12:30 pm

**University Center
Room 312**

About the Instructor...

Cathleen White is an independent consultant and has been in the field of training, development, and recruitment for over 32 years. She has designed and facilitated numerous employee and management development programs for many different types of clients - financial, academic, insurance, government and healthcare. Cathleen has a master's degree in counseling.

Register on the web by September 11th at: www.umbc.edu/training

Spaces are limited and pre-registration is required.