



DEALING WITH DIFFICULT PEOPLE

THEY ARE IN THE WORK PLACE AND IN THE COMMUNITY...YOU CAN'T GET RID OF THEM SO LEARN TO GET ALONG!

Passive? Aggressive? In a bad mood, or just plain ornery? When you are dealing with a stressful situation and a difficult person at the same time, the label doesn't really matter. It's up to you to throw water on the brushfire and calm everyone down. Sometimes, it's just a matter of listening. At other times, you need to really identify what you're dealing with and have some strategies up your sleeve to create a positive resolution. This seminar will help you to recognize the personality types and communication styles and be able to handle them more effectively.

Instructor: Jean Walker Ed.D, CMF

Jean Erickson Walker, Ed.D., CMF, is an accomplished Leadership Coach whose focus on personal effectiveness results in professional excellence. She brings a wealth of experience gained over twenty years in Coaching, Career Counseling and Leadership Development across a broad range of industries. She is the author of *The Age Advantage: Making the Most of Your Midlife Career Transition* (Putnam/Penguin, Sept. 2000). Jean has been internationally certified as a Career Management Fellow (CMF) and currently serves as Chair of the Board of Governors of ICC International (Institute of Career Certification), the only independent, not-for-profit international board certification for career management professionals. She is one of 12 Governors from seven countries.

"Marvelous presentation style...down to earth information presented with humor. A phenomenal perspective, both practical and inspiring."
Former attendee

Time: 9am-12pm
Date: October 29, 2009
Location: MMHA
 921 SW Washington #772
 Portland, OR 97205
Phone: 503-226-4533
Fax: 503-228-8303
E-Mail: erin@metromultifamily.com

Cost:
 \$65.00 - MMHA Members
 \$85.00 - Non-Members

Attendee (s): _____

Company: _____ Contact: _____

Email address (billing purpose): _____

Phone: _____ Bill (Members Only): ____ Checked Enclosed: ____

Credit Card: _____ Exp: _____ Sec. Code: _____

3.0 CEUs

Registration fees are non-refundable. A 50% refund may be granted if a written request is submitted no later than one week before the course begins; rules apply. If the class is near capacity, a refund may not be allowed; however, a reschedule date may be requested. Rescheduled classes (on the part of the attendee) are not refundable.

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