

Patricia Clason, trainer, coach and author, has been inspiring others since 1975 with her wit and wisdom in the fields of Emotional Intelligence, Coaching, Leadership, Engagement and Ethics. For over 20 years Patricia has worked with government agencies in Wisconsin and nationally.



*Join her in this special workshop designed for state agencies during these trying times. Priced to fit your training budget, jam-packed with valuable information in just a half-day session!*

## **Dealing with Difficult People Including Yourself**

**October 20 8:30 -12:00 \$75**

There's always one, sometimes many, in every workplace. The difficult people we encounter challenge our patience, test our communication skills and seem to demand our attention, especially when we have more important things to do. How you handle them and yourself determines whether those trying situations escalate into war or result in peaceful resolution.

Learn to identify the triggers that make people difficult to deal with and learn neutralizing communication strategies. Humor will help us laugh at ourselves and our frustrations, while learning to take it lightly as we practice doing it differently. Your result will be an increased confidence in your ability to deal with difficult people and avoid becoming someone else's difficult person!

*All who attend either session will also receive a **BONUS** of an Assessment of your choice from HRD Press which can be completed online and includes a personalized report!*

**LOCATION: DWD, GEF-1, Rm F305,  
201 E. Washington Ave, Madison, WI**

Enter by the E. Washington entrance and stop at the front desk to register. If you are a state employee, please wear your state ID badge

**REGISTER ONLINE AT:** <http://www.lightly.com/registration.php>

**We will call you for your Pcard number or payment may be sent to:**

**Center for Creative Learning 2437 N Booth St, Milwaukee, WI 53212**

**Here are some links that may help with directions:**

**GEF 1 - Visitor Entrance:** [http://dwd.wisconsin.gov/dwd/gef1\\_entry.htm](http://dwd.wisconsin.gov/dwd/gef1_entry.htm)

**Driving Directions:** [http://dwd.wisconsin.gov/dwd/gef1\\_driving\\_directions.htm](http://dwd.wisconsin.gov/dwd/gef1_driving_directions.htm)

**Downtown Madison:** [http://dwd.wisconsin.gov/dwd/downtown\\_madison\\_map.htm](http://dwd.wisconsin.gov/dwd/downtown_madison_map.htm)

**Parking Info:** <http://www.ci.madison.wi.us/parking/downtownMap.html>