



*Center for Professional Development*

## **DEALING WITH CONFLICT AND DIFFICULT PEOPLE**

*Do you have adult children moving back into the home, difficult teenagers, troublesome employees, a newly retired spouse*

Discover conflict-resolving techniques in this three-hour interactive learning session. Course coverage includes: defining and identifying elements of conflict; learning more about the positive and negative effects of conflict; assessing varied sources of conflict and understanding what can be controlled (and what can't or shouldn't be). In addition, you will learn more about your personal conflict management style, and get the opportunity to practice dealing with difficult people.

Those attending gain:

- Insights regarding their personal conflict-management style.
- Techniques for identifying another's potential sources of conflict.

- Specific skill steps to employ when dealing with difficult people.
- Difficult-person indicators and situation analysis assessment tools to help avoid conflicts from arising.

**Date:** TBA

**Time:** 2pm – 5pm and again 5:30 pm – 8:30pm

**Cost:** \$50

**Location:** Edison College, Campus locations and room to be announced.

**Instructor:** TBA

**Seats are limited, so register today!**

**Advance registration and payment is required**

**For registration form and information, email [celee@edison.edu](mailto:celee@edison.edu)**

**OR download from [www.edison.edu/lee/ce](http://www.edison.edu/lee/ce)**