

# Roanoke Regional Chapter APICS

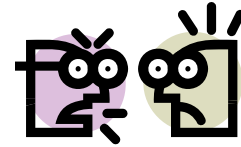
## May Professional Development Dinner Meeting

*Topic of the Evening*    *May 13*    *6PM-8PM*

### *The Truth about Stress, Conflict, Difficult People & You*

A 2007 APICS membership survey found that members had a high interest in the subject of conflict in the work place. In response to the survey, and before May 20<sup>th</sup>'s one day workshop concentrating on *WORKING WITH VERY VERY VERY DIFFICULT PEOPLE*, we'll explore and discuss:

- the why's and when's of workplace conflict, tension, and disagreement;
- when the problem is not a chronically difficult person, but we "normal" folks;
- the impact of stress on us as well as on conflict management and resolution;
- some of our most effective, realistic, and common methods of managing ourselves as we attempt to resolve and accommodate differences.



### *About Our Speaker*

Our speaker, **Gloria Elliott**, is an award-winning, Roanoke-based trainer, consultant, and coach. Dedicated to partnering with change-oriented and change-seeking individuals, teams, businesses and organizations who believe both work and life success is not only possible, but necessary; GLORIA ELLIOTT & ASSOCIATES serves an international clientele through the provision of four services:

- > executive, professional, and life coaching
- > organizational development consultation, surveys, and interventions in support of culture change, change management, team building, and strategic plan implementation
- > customized training and development seminars, workshops, programs, retreats, and classes in the "soft skills" areas
- > conference presentations and key note speeches.



A highest honors graduate of both Shippensburg University and California University, her graduate degree is a M.S. in General Counseling with a specialization in groups and organizations. She has completed advanced studies, or has held certifications, in: Total Quality Management, Group Dynamics, Non-Profit Administration, Goal Planning, Rehabilitation Counseling, Humor and Creativity.

She has served as adjunct faculty at the College of Health Sciences, Health Sciences Management B.S. program; Lynchburg College's MBA program, the University of Richmond's Institute for Business & Community Development, UVA's Roanoke campus, Roanoke College, Penn State University, and Virginia Western Community College.

She is a biographee in multiple editions of: Who's Who in the South and Southwest, Who's Who in the East, Who's Who of American Women, Who's Who of Emerging Leaders in America, Who's Who in Finance and Industry.

**Howard Johnson Inn and Conference Center    I81 exit 137**

**Dinner \$20; Students \$10    Contact John Dyer 540-777-0526; [jdyer@occfiber.com](mailto:jdyer@occfiber.com)**