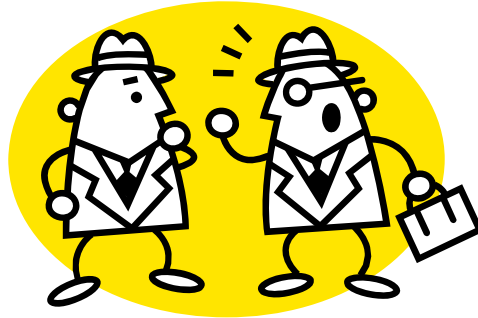


May 20, 2008

APICS Workshop on:

WORKING WITH VERY VERY VERY VERY DIFFICULT PEOPLE



A Workshop about Productivity, Stress, Survival & Self-Protection Skills

***When Working with the Likes of Chronic Bullies, Complainers, Back-stabbers,
Know-it-alls, and Others.***

The 80-20 rule applies in matters of work, our private life, and in volunteering. It applies in our personal life too. **Most of the time, with most of the people, under most circumstances; we are flexible, motivated and effective communicators.** In a minority of cases, especially during times of high and/or continuing interpersonal stress; **nothing seems to work** - not customer service skills, not listening, not style flex, not conflict resolution skills, not feedback, not problem solving - nothing.



A minority of people (less than 20%), from all areas, all jobs, all backgrounds; are **chronically difficult**. They snipe, attack, belittle, explode, withdraw, exaggerate, boss, guilt trip, clam up, gossip, complain. They are called verbal muggers. They are practitioners of verbal violence.

They are those who would steal our self-worth and sense of balance and control.

We are sure that anyone - and that's about 90% of us - who has felt the powerlessness, anger, frustration, embarrassment, confusion or lack of control when attempting to work with games players, "politicians", verbal muggers, and other assorted practitioners of verbal violence; has both memories of, and scars from, *Working with Very Very Very Very Difficult People*.

This workshop applies to anyone, at any level, who has the responsibility to work effectively and professionally with chronically, often intentionally, difficult people (be they peers, bosses, clients, students, parents, vendors, regulators, politicians, strangers, or family).

We'll take an interactive tour of the world of those folks who are sometimes called "jerks" as we explore these topics:

- look at some real world myths and truths as well as a definition of the truly difficult person
- understand why difficult people act as they do,
- Identify, and recognize the basic types of, truly difficult people,
- realize how we may contribute to difficult behavior,

- know how to use the principles of verbal self-defense with chronically difficult people,
- plan to reduce ‘taking the bait’, aka engaging in mindless behavior,
- explore how to speed your (emotional and cognitive) recovery after handling a verbal assault and not be a ‘jerk’ yourself
- be both accountable for, and effective in protecting, your own health and wellness.



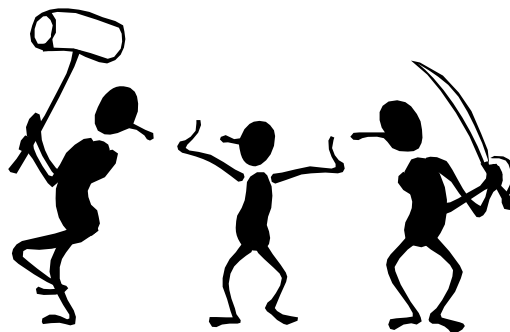
OUR WORKSHOP LEADER: Serving an international clientele, *Gloria Elliott*, is an award-winning, Roanoke-based trainer, consultant, and coach. Featured in The Wall Street Journal, she is widely regarded as an expert on working with habitually difficult people.

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.

Elliott has over thirty years experience in: executive level administration, mid-level management, small business ownership, business development, organizational development consultation, executive and professional coaching, life planning, human resources training and development, and graduate, undergraduate, and adult education.



Join Us & Learn

Communication & Self-Protection Skills for Difficult Situations

May 20, 2008

FEE: \$99 Groups of 4 or more from the same organization: \$89

Registration 8:30 AM

Workshop 9:00 AM – 4:00 PM

Lunch on your own

Howard Johnson Express

1671 Skyview Road Salem, VA

Exit 137 I-81

Email Reservation to Warren Carey at wcarey@hovo.com or call at 745-7614