



University of Rhode Island
Transportation Center



We Put Safety First

Dealing with Difficult People



**Thursday, November 19, 2009
8:15 a.m. – 3:30 p.m.**

Seminar Description:

We all work in harmony, right? **Not always.** In this workshop you will learn the art of dealing with difficult people including understanding personality types, curing and coping strategies, how to deal with the most difficult personality type, and how to listen to difficult people.

Objectives:

The workshop will focus on:

- Keeping your cool in dealing with people
- Understanding personality types
- Looking at your own social style
- Dealing with that “most difficult person”
- Understanding what to say and what not to say

**W. Alton Jones Conference Center
401 Victory Highway, West Greenwich, RI**

Rhode Island T2 Center
URI Transportation Center
Carlotti Admin. Bldg., 75 Lower College Road, Kingston, Rhode Island 02881
Phone: (401) 874-7075 Fax: (401) 874-2297, Email: toryp@mail.uri.edu



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Instructor: Dr. E. Wallace Coyle of E. Wallace Coyle Associates

Over the past 20 years, Mr. Coyle has had extensive experience in consultation, training, and organizational development with numerous public and private organizations.

No charge for municipal employees.

Refreshments and lunch will be served.

Enrollment is limited to 30 people. Sign up now!

Registration Form

Dealing with Difficult People

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8:15 a.m. – 3:30 p.m.

Name: _____

Municipality: _____

City: _____ State: _____

Phone: _____ Email: _____

To Register:

Fax this form to (401) 874-2297, e-mail Tory Perrotta at toryp@mail.uri.edu, or mail to the URI Transportation Center, 75 Lower College Road, Kingston, RI 02881

Cancellation Policy:

If you need to cancel or reschedule, you must notify us one week prior to class. We make decisions and reserve instructors based upon enrollment data. Please be considerate of others by attending the classes you register for. "No Shows" hurt us all, and can impact the future of having classes available. Thank you!

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