

Administrative Professionals Day

April 25, 2013

Racine Marriott

6 PM



International Association of
Administrative Professionals®
SE Wisconsin Chapter

Handling Difficult People and Conflict Situations

Early Bird Registration
\$40 through March 31

50/50 Raffle
Door Prize



Bring a
donation for

Women's Resource Center,
and get a special discount on
IAAP membership. Visit
www.wrcracine.org/index.php/donate/wish-list

Admission: \$50
Register online by April 17 at:

sewisconsiniaap@gmail.com
or visit us at: **iaap-sewisconsin.org**

Discover solutions and implement strategies to address workplace conflict situations and handle difficult people problems, transform your thinking to meet personal and organization goals, and generate greater skills to work with others in a more effective manner.

Program covers:

- Cooperativeness
- Conflict resolution
- Difficult people
- Communication
- Problem solving
- Addressing fear

Outcomes: After completing this program, the participants will address misunderstandings and conflicts and develop skills to deal with difficult people.



Speaker: Victor Gray

