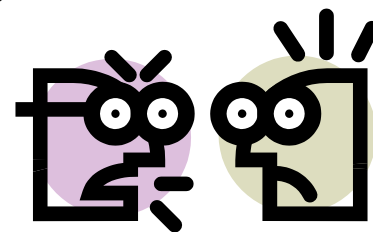


The Staff Development unit, Human Resources Division of San Bernardino County Superintendent of Schools is pleased to offer:



Conflict Resolution— Dealing with Difficult People

Edward Deming, the father of quality management, has said that people can face almost any problem except the problem of people. They can work long hours, face declining business, even the loss of a job, but they can't deal with the difficult people in their lives. This workshop will help you identify some of the ways you may be contributing to these problems and give you some strategies you can adopt, at work and in your personal life.

How you will benefit:

- Recognize how your own attitudes and actions impact on others
- Find new and effective techniques for managing negative emotions
- Develop coping strategies for dealing with difficult people and difficult situations
- Identify those times when you have the right to walk away from a difficult situation

Who should attend?

- *SBPEA Classified Employees*
- *Confidential Employees*
- *Classified Managers or Supervisors*
- *Non-SBCSS District Classified Employees*

This workshop will be offered three times.

Participants need only attend once.

Dates/Locations: February 29, 2012 @ WEESC
March 6, 2012 @ DMESC
March 8, 2012 @ Roy C Hill EC

Time: 8:00 a.m. – 12 Noon

Fee: No Cost for SBCSS employees
\$50 for non-SBCSS District employees

No refunds for no-shows or cancellations made within one week of workshop

Limit: 25 participants per class

Deadline: See deadline date on-line

A minimum of 10 registrants are required in order to hold workshop



Be sure to get approval from your supervisor BEFORE registering

Register On-Line @: <http://oms.sbcss.k12.ca.us/index.php>

(Search by name of workshop and/or date of workshop)

For more information, please contact Staff Development @ 909.386.2423