

Difficult people in your life? Learn how to deal with them.

We all have people in our lives who we find "difficult."
What happens when avoidance is not an option?
Want to learn better ways to cope?

Attend this one-day workshop on
Dealing With "Difficult" People
Presented by the Conflict Resolution Center

Topics include:

- ✓ what makes people "difficult"
- ✓ three simple options for handling difficult relationships
- ✓ identifying underlying issues and interests
- ✓ dealing with resistance and redirecting anger
- ✓ negotiating positive outcomes.

This lively day-long workshop features hands-on exercises utilizing real life conflict scenarios. Participants are asked to come with specific case examples for use in individual and interactive exercises.

The workshop will be led by Nancy Heischman of the Conflict Resolution Center. CRC has provided conflict resolution services to Santa Cruz County since 1986. Nancy Heischman has led hundreds of workshops helping people deal with life's inevitable conflicts.

To assure maximum involvement and participation, class size is limited.
Pre-registration is required. Tuition is \$85.

To reserve your space, register today.

Call 831-475-6117 or e-mail info@crcsantacruz.org