



Know How to Communicate With Difficult People

Thursday, February 6, 2020

9:30 am-12:45 pm

Grant Wood AEA: 4401 6th Street SW, Cedar Rapids, IA 52404

Look at the difficult people in your life. Chances are, at least one person manages to get along with them. You can, too. In this training, learn to derail problem people and teach them to treat you with respect.

Participants in this training will learn:

- What the Eleven Keys are and how to use them when communicating
- How to use the Eleven Keys when communicating with difficult people
- Tools to help when working with people who lack one of the Eleven Keys

AGENDA

- 9:00-9:30: Registration
9:30-10:00: Introduction to the Eleven Keys Concept
10:00-11:30: 5 Types of Difficult People and Their Most Challenging Traits or Behaviors
11:30-11:45: Break
11:45-12:45: Tools to Implement the Eleven Keys When Working with Difficult Traits

CEU CREDIT

3.0 CEUs will be requested from the Iowa Board of Certification.

COST

\$30- Covers participant materials and CEUs.
ASAC Staff will receive 50% off registration fees.
Maximum of 30 participants.

Please [Register Here](#) on or before Thursday, January 30, 2020.

ABOUT THE TRAINER

Leslie Mussmann, CPS

Leslie Mussmann received her Bachelor's Degree from Mt. St. Clare College in Secondary Education and has been working in Prevention for over 16 years. She has been the ASAC Director of Prevention Services for Clinton and Jackson Counties since 2003. Leslie has been a Capacity Coach with IDPH since 2010 where she provides technical assistance, skill development training, and individual coaching to prevention professionals throughout Iowa.