

Dealing with Difficult Employees with Integrity

Registration Form

Registration Fee: \$50.00

Price includes CEU's and a 1/2 hour lunch

CEU's Requested: ___ Yes ___ No

Registration Deadline: October 19, 2010

Name: _____

Title: _____

Agency: _____

Address: _____

Phone: (____) _____

Special accommodations needed due to a disability: _____

Please make checks payable to:

Area Agency on Aging Region 9, Inc.
60788 Southgate Road
Byesville, Ohio 43723

Telephone inquiries to 1-800-932-7277
extension 4912 voice or fax 740-439-3592

Directions to Dutch Valley Restaurant

1343 Old Route 39, Sugarcreek, Ohio

From 77 North, take the Sugarcreek/Dover exit. Turn left on State Route 39. Follow this road approximately 6 1/2 to 7 miles until you come to Dutch Valley Road/County Road 46. You will then turn left. The Dutch Valley Restaurant will be on your left.

From 77 South, take the Sugarcreek/Dover Exit. Turn right on State Route 39. Follow the same directions as above

Continuing Education Units

The Area Agency on Aging Region 9, Inc. is an approved provider of Continuing Education Units by the Ohio Social Worker Board. This offering has been approved for 5.5 contact hours for Licensed Social Workers Provider # RSX029802. The Ohio Board of Nursing accepts events approved for Social Workers for Continuing Nurse Education.



**AREA AGENCY ON AGING
REGION 9, INC.**

PRESENTS
**Dealing with Difficult
Employees with
Integrity.**



**October 26, 2010
9:00am—4:00pm**

Registration begins at 8:30.

Area Agency on Aging - Region 9, Inc.
60788 Southgate Road, Byesville, OH 43723
Voice(800)945-4250 ~ Fax(740)439-3592
*Serving Ohio's Belmont, Carroll, Coshocton, Guernsey,
Harrison, Holmes, Jefferson, Muskingum, and Tuscarawas
counties for over 25 years*

Funded in part by the Ohio Department of Aging

Dealing with Difficult Employees with Integrity

October 26, 2010 9:00 - 4:00

- Location: Dutch Valley Restaurant
- Costs: \$50.00
- Price includes CEU's and a 1/2 hour lunch
- Registration Deadline: October 19, 2010

Learning Outcomes:

At the conclusion of this workshop participants will.....

- ◆ Understand the six sources of personal power at their disposal in helping to deal with difficult employees.
- ◆ Be able to give subordinates "developmental feedback" needed to build effective work teams and develop each team member.
- ◆ Be aware of the balance of task oriented and relationship oriented approaches needed to successfully manage conflict.
- ◆ Possess an Action Plan designed to deal with future potential conflict situations involving persistently difficult employees.

Description

In these busy times when everyone seems rushed and stressed, it doesn't take much to make staffers blow their stack. How do you remain respectful when employees attack? When conflict develops should you avoid, accommodate, collaborate, compromise or compete? This seminar addresses issues of personal power usage, conflict management, non-defensive talking and de-escalation skills. Learn how to calm employees and influence their thinking in such a way that win-win outcomes are possible.

About the Trainer

Rita M. Rizzo MSC, CMC, is the Principal of Rizzo & Associates, an Ohio based consulting and training firm. She holds a Masters Degree in Training and Human Resource Management from the University of Leicester in Leicester, England and received her undergraduate education in the field of Psychology from Capital University in Columbus, Ohio. In addition, she is a nurse experienced in the specialty areas of psychiatry, obstetrics and pediatrics. Rita is a Certified Management Consultant (CMC), a prestigious distinction awarded to her by the Institute of Management Consultants in 2002.

Rita has over 20 years experience as a trainer. She has provided training and consulting services for over 8,000 audiences from corporations, associations, and government. She does extensive work for human service agencies internationally and specializes in working with governmental and health care facilities. Each and every presentation Rita delivers is done with warmth, wit, and sincerity, and she never fails to engage her audience in fun and fulfilling ways.

Rita's interest and expertise lies in the areas of Organizational Development, Human Resource Development, Stress Management, Diversity Issues and Systems Approaches.