

Directions to:

United Front Apartments

285 Ash Street

New Bedford, MA 02740

508-996-2677

**From Boston:** Take I-93 South to Rt 24 South (exit 4 on the left toward Brockton). Follow 24 South for 24 miles and merge onto MA-140 South via Exit 12 toward Lakeville/New Bedford. Merge onto I-95 East via Exit 2E toward Cape Cod. Merge onto MA-18 South via Exit 15 toward Downtown/New Bedford. Take the US-6 West Exit toward Dartmouth. Turn slight right onto US-6 West. Turn left onto County St. Turn Right onto Morgan St. Turn left onto Ash St.

**From Providence:** Take I-95 South to I-195 East Exit 20 toward Cape Cod. Stay on I-195 for 29.3 miles. Merge onto MA-18 South via Exit 15 toward Downtown/New Bedford. Take the US-6 West Exit toward Dartmouth. Turn slight right onto US-6 West. Turn left onto County St. Turn right onto Morgan St. Turn right onto Ash St.

United Front Homes is composed of 11 acres of 3 story natural shingled buildings, roughly in the shape of a U, with a small city park in the hollow of the U. The community center is the single story building set back from the street, opposite the west side of the basketball courts in the park. There is plenty of off-street parking.

***For all other locations, please refer to MapQuest.***



NEAHMA

400 Washington Street, Suite 210

Braintree, MA 02184

neahma  
NEW ENGLAND  
AFFORDABLE HOUSING  
MANAGEMENT ASSOCIATION

New Bedford, MA

How to Deal with Difficult  
People

June 25, 2009

United Front Apartments

285 Ash Street

New Bedford, MA 02740

Presented by

Sue Johnson, The Success Group

Earn 6  
Continuing  
Education  
Credits

## Program Overview

### *Dealing with Difficult People*

This workshop is designed to identify people we find challenging in professional life. The seminar will then explore strategies and techniques we can use to be more successful in dealing with such people. The workshop will include role plays, exercises, and open discussion. Come and learn more about yourself, others, and positive ways to work with all people!

Help support our charity foundation, Team NEAHMA, by bringing us your old cell phones and ink cartridges.

A collection box will be provided at this event.

*NEAHMA thanks*

*M.B. Management and the staff  
at United Front for hosting this  
workshop.*

## Agenda

### Registration

8:30 am - 9:00 am

(Continental breakfast included)

9:00 am - 12:00 pm

Different or Difficult? Examining our styles, behaviors, and preferences and how they operate in relationship to others.

- Left Brain/Right Brain Exercise
- Important Human Needs
- Attitudes and the Workplace
- The "Difficult" Parts of Ourselves and Others
- Role Plays

### Lunch

(Lunch Included)

12:00 pm -12:45 pm

12:45pm -3:45pm

- Keys to Effective Communication
- Keys to Successful Conflict Resolution
- Conflict Resolution Styles
- Conflict Resolution Approaches
- Role Plays
- Defusing Explosive Situations
- Workplace Negativity
- Causes of Workplace Negativity
- Minimizing Negativity in the Workplace

## REGISTRATION FORM

Fax In Registration (781) 380-4842

**Registration Deadline: June 22,2009**

### Ma How to Deal with Difficult People Workshop

Thursday, June 25, 2009

Please complete a separate form for each registrant and fax registration. Mail a hard copy along with your payment to: NEAHMA, 400 Washington Street, Suite 210, Braintree, MA 02184

Online payment option available at [www.neahma.org](http://www.neahma.org)

### Registration Fees:

\_\_\_\_\_Member \$ 259 \_\_\_\_\_Non Member \$329

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Management Co: \_\_\_\_\_

Property Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

### Cancellation Policy:

There is a \$50 administrative fee for cancellation 15 working days prior to the course. After this date, fees are *non-refundable*. A substitute may be sent in the place of the registrant. Class space is limited; therefore your registration must be accompanied by full payment in order to confirm your space for this course.

### Outstanding Collection Policy:

Payment for trainings and workshops are payable upon receipt. Registrants with outstanding balances that exceed 90 days will be suspended from attending future trainings and workshops until payment is received in full.