



# MIIA Professional Development Training

## Dealing with Difficult People: Enhancing Your Interpersonal Skills

**Date:**

Wednesday, June 19th, 2019

**Time:**

10:30am – 12:00pm

**Presenter:**

Lisa Maloney, Health Promotion  
Training Specialist

**Location:**

126 Main Street  
Ware, MA

**Contact:**

Stuart Beckley  
(413)967-9648  
sbeckley@townofware.com

**To Register:**

Go to [www.emiia.org](http://www.emiia.org) and click  
on “Training Calendar”

From time to time, we all have to deal with people and situations that we find challenging. What we want to say and what we should say are often two very different things. The challenge is to control our own response and utilize strategies that help defuse and resolve the situation. Participants in this seminar will learn and practice specific techniques for dealing with difficult people and situations.

**Presented by your Employee  
Assistance Program, offered  
through AllOne Health**

**1.800.451.1834**