



## MIIA Professional Development Training

### I Pay Your Salary: Responding to Difficult Situations with The Public

#### Date & Time of session:

December 19, 2019  
2:00pm - 3:30pm

#### Presenter:

Allan Marsh, MBA

#### Location:

10 Mudge Way, Reed Room  
Bedford, MA 01730

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#### Register:

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

From time to time, we all must deal with people and situations that we find challenging; public service employees certainly face their fair share. While getting the job done efficiently and safely, the public service employee is expected to retain a positive public image for their department and municipality. When confronted with a resident's disappointment, anger or entitlement, what one wants to say and what one should say are often two very different things. Participants in this seminar will learn specific techniques for defusing and resolving difficult situations with residents.

Presented by your Employee Assistance Program, offered through AllOne Health

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