

THE NOT-FOR-PROFIT MANAGEMENT CENTER



This workshop is presented in collaboration with the Putnam Community Service Network and the Westchester Library System

Working with Difficult Individuals and Difficult Situations

DETAILS

Tuesday, November 29, 2016
9:00AM - 12:00PM

Putnam County Bureau of
Emergency Services Training
and Operation Center
112 Old Route Six, Carmel, NY

Registration Deadline:
November 22, 2016

Fee
\$30

Many of us have worked with “difficult” colleagues and/or customers at one time or another. These are the folks that, intentionally or not, seem to make everything more challenging than it has to be, many a times creating difficult situations. What’s going on in their heads? What are the best ways to engage these individuals and get them to work with others better? Come to this interactive discussion to learn from your colleagues and a consultant who’s worked with teams across the U.S. and around the world.

There are unfortunately no easy answers when it comes to working with challenging colleagues. However, we rarely have the chance to sit down and critically discuss approaches to a problem we’ve all experienced at one time or another.

This interactive approach will allow people to hear many ideas from others as well as the presenter’s insight gleaned from working with teams at nonprofits, boards, start-ups, and Fortune 500 companies.

Who should attend: Appropriate for not-for-profit board, staff and volunteers

Presenter: David Severance, President and CEO, Advanced Development Services. David is a certified coach and leadership expert. He works with individuals and teams that want to create extraordinary connection, collaboration, and influence at both personal and organizational levels. He has worked with executives and teams at IBM, GE, Johnson & Johnson, Pfizer, Morgan Stanley, Honda, Panasonic, HSBC Bank, Toyota, and many others. He has also worked with key leaders from local nonprofits such as United Way, Volunteer New York!, the Westchester County Association, the Westchester Community Foundation, ArtsWestchester, and many more. He facilitates Leadership Westchester, the county’s premier leadership development program.

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Register Online! Go to www.uwwp.org/management-center.shtml. Receipts sent via email.

Name: _____ Title: _____
Agency: _____
Address: _____ City: _____ Zip: _____
Phone: _____ Email: _____

Payment: Please send completed registration form and \$30.00 fee

Check payable to: United Way, 336 Central Park Avenue, White Plains, NY 10606

Credit Card (circle): MasterCard Visa American Express Discover

Card #: _____ Exp. Date: _____
Card Holder’s Name _____ Signature: _____

Questions? Mary Ann Luna Phone: (914) 997-6700 x740 Fax: (914) 949-6438 Email: mluna@uwwp.org

Cancellations must be made in 48 hours or more prior to the workshop.