

**The Montgomery Conflict Mediation Center**  
*presents*  
**HOW TO DEAL WITH DIFFICULT PEOPLE**

**Thursday December 6, 2012**

**9:00 am – 3:30 pm**

At MCMC, 3075 Ridge Pike, Suite B  
Eagleville, PA 19403

(In the Ida Mascaro Building. Office entrance faces Church., lower level)

**Lunch Included**

Conflict happens every day outside of the mediation room, in lawyers' offices, with social service clients or in business settings. So if you are interested in learning mediation techniques and would like to gain skills to work through high conflict situations with difficult people, this one day workshop is for you. It will strengthen your ability to have productive conversations in the midst of strong emotions, conflict and change.

***Who should attend?***

- Managers
- Supervisors
- Attorneys
- Social Workers
- Administrators
- Clergy
- Health Care Workers
- Counselors
- Teachers
- And **anyone** who deals with difficult people

***What will you learn?***

This one day, interactive workshop will focus on understanding the basics of conflict and developing positive responses. There will be role plays and reflective listening practices in order to learn productive techniques when faced with the challenge of difficult people in high emotional situations.

***What does it cost?***

The fee for registration is \$175. Add \$25 for 5 substantive CLE credits. Add \$15 if NASW member or \$25 if non-member for 5 PA Social Work CEC's.

# The Montgomery Conflict Mediation Center

Eagleville, PA

## HOW TO DEAL WITH DIFFICULT PEOPLE

Come and learn techniques to handle situations of high emotion and conflict with Winnie Backlund M.Ed. who is an experienced mediator, trainer, educator and consultant. She is a Certified Transformative Mediator™ and a Fellow of the Institute for the Study of Conflict Transformation.

Date: Thursday Dec. 6, 2012  
Time: 9:00am - 3:30pm  
Location: The Montgomery Conflict Mediation Center, 3075 Ridge Pike, Suite B, Eagleville, PA 19403 (*in the Ida E. Mascaro Building. Office entrance faces Church Rd., lower level*)

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### REGISTRATION FORM

Make checks payable to MCMC and mail along with this form to:  
MCMC, 3075 Ridge Pike, Suite B, Eagleville, PA 19403.

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

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

Email: \_\_\_\_\_

Phone (wk): \_\_\_\_\_ (home/cell): \_\_\_\_\_

Prof. License #: \_\_\_\_\_

Workshop Fee (\$150)	
C.L.E. (Add \$25 for 5 substantive)	
Social Work (Add \$15 if NASW member; add \$25 if nonmember for 5 C.E.C.'s) Co-sponsored by NASW-PA Brandywine Division	
<b>TOTAL ENCLOSED</b>	

### REGISTRATION DEADLINE: November 29, 2012

Workshop fees include all training materials. Refreshments are provided. Return Check fee: \$25.

**Cancellation Policy:** We reserve the right to cancel the workshop for insufficient registration and cannot be held responsible for expenses related to reservations for overnight accommodations. Registrants will be notified of course cancellation by the registration deadline and will receive full refunds. See [www.montcommediation.org](http://www.montcommediation.org) for additional information on cancellations.