

MARK YOUR CALENDAR

April 11, 2019 (Edmonton)

April 12, 2019 (Calgary)



Legal Education
Society of Alberta

Dealing with Difficult People



Develop techniques for handling difficult individuals and situations.

Analyze the science behind negative behaviour, discuss conflict resolution, explore ways to de-escalate emotionally charged situations, and learn strategies for managing your emotions in complex circumstances.

Visit LESA.org for full program details and registration options.
Your lifelong partner in continuing legal excellence



Legal Education
Society of Alberta

APR

11

2019

EDMONTON

Chateau Louis Hotel
& Conference Centre
11727 Kingsway NW
9:00 AM-12:00 PM

APR

12

2019

CALGARY

The Glenmore Inn
& Convention Centre
1000 Glenmore Court SE
9:00 AM-12:00 PM

INSTRUCTOR



Gillian Rasmussen BA, CHRP

Capability Connections Consulting | Calgary

Gillian is a senior consultant with Capability Connections who helps organizations develop the capabilities of their employees. She holds a Bachelor of Arts Degree in Psychology from the University of Calgary, where she focused her course work on learning theory and organizational psychology. Gillian started her career as a Human Resource generalist and is a Certified Human Resource Professional (CHRP). She has coached leaders one-on-one in the areas of selection, skills and performance assessment, leadership development, and performance improvement.

PROGRAM MATERIALS

This is a work-shop style program. Working materials will be provided to attendees on-site.

Visit LESA.org for full program details and registration options.

Dealing with Difficult People

Overview

Many of us are required to interact with others whose behaviour we may find particularly challenging. Sometimes, this is required on an almost daily basis. Whether these difficult interactions are with clients, opposing parties, colleagues, or others, they can be a source of ongoing stress and can affect the quality of our performance and results.

In this half-day course, you will identify your own behavioural style and develop the ability to understand and deal with the behavioural styles of others. You will also learn how to control your own emotions and apply constructive strategies that solve (rather than escalate) problems.

Course Purpose

To develop your ability to resolve (rather than escalate) problems with challenging people.

Learning Objectives

1. Describe your behavioural style and recognize those with whom you are likely to clash.
2. Identify what makes people behave badly and recognize classic profiles of difficult people.
3. Reframe difficult behaviour and employ empathy to de-escalate emotionally charged situations.
4. Deal effectively with your own emotions in difficult situations.
5. Employ specific communication and conflict resolution strategies to deal with different types of difficult behaviours in the moment.

Who Should Attend

Anyone who experiences:

- Aggressive, angry, or evasive clients
- Conflict with colleagues, management, opposing parties, or others
- Hostile negotiations
- Defensive and angry reactions from team members
- Continual negativity from co-workers or others at work



Legal Education Society of Alberta

Dealing with Difficult People

REGISTER ONLINE

Reserve your spot in this program.

01 | Visit LESA.org.

02 | Enter code **32115** into the search field.

03 | Add to your cart, **complete** your purchase, and **mark** your calendar.

MORE REGISTRATION OPTIONS *please check all that apply*

MAIL: 2610 - 10104 103 Avenue Edmonton, Alberta T5J 0H8 | **PHONE:** 780.420.1987

TOLL FREE IN AB: 1.800.282.3900 | **FAX:** 780.425.0885

This program is complimentary for all **2018/2019 LESA Volunteers**. If you have volunteered for LESA in the 2018/2019 educational year, you will receive additional information about registration for this program.

- EDMONTON** April 11, 2019
- CALGARY** April 12, 2019
- EARLY BIRD:** On or before March 5, 2019 \$265 + GST
- REGULAR:** \$295 + GST

LESA offers a range of Access Bursaries on select programs. A limited number of Access Bursaries are available, including bursaries on the basis of financial need. Please contact LESA for details.

- I live more than 125km (one way) driving distance from nearest program site (25% reduction in fees)
- I live more than 250km (one way) driving distance from nearest program site (50% reduction in fees)
- I am a law student or student-at-law (25% reduction in fees)

NAME/NAME FOR TAG: _____

FIRM: _____

EMAIL/PHONE NUMBER: _____

DIETARY RESTRICTIONS/SPECIAL NEEDS: _____

LAWYER *year of call* **ARTICLING STUDENT** **LEGAL SUPPORT STAFF**

OTHER *note* _____

VISA **MASTERCARD** **CHEQUE** **TOTAL ENCLOSED:** _____

CARD NUMBER: _____

CVV: _____

EXPIRY DATE: _____

Please do not send credit card information via email. Cheques are payable to the **Legal Education Society of Alberta**.

GUARANTEE: We take pride in offering high quality programs. If this program does not meet your expectations, please contact us.

CANCELLATIONS: Registration fees, less a **\$50.00** administration fee, will be refunded for cancellations received in writing at least **3** full business days prior to the program. Refunds cannot be given after that date; however, program materials, if any, will be forwarded. Registrant substitution is permitted at all times.

RECORDING: This program may be audio/video recorded and retained by LESA for the purpose of providing legal education.

QUESTIONS? Contact us at info@lesa.org.