



DEALING WITH DIFFICULT PEOPLE TRAINING

This training program examines some of the challenges public sector employees face when dealing with difficult people in various settings. The program includes enhancing vital communication and listening skills, basic steps and techniques to resolve conflicts, and how to maintain a safe working environment while maintaining your equilibrium.

Continuing Education Approvals: CEU'S:
CMFO/CCFO - 1.0 Office Mgmt & Ancillary Subjects; 1.0 Ethics
Tax Collector- 1.0 General Secondary Duties; 1.0 Ethics
CPWM.1.0 - Management
RMC 1.0- Professional Development
QPA 1.0- Office Admin/General Duties
TCH Credits:1.0 Water/Wastewater- Safety

COURSE LENGTH

2 Hours

TARGET AUDIENCE

Recommended upon initial assignment and retraining as needed for personnel who deal with the public

COURSE SCHEDULE AND REGISTRATION INFORMATION

<https://melsafetyinstitute.org/msi-live-schedule>