

## Program Overview

Learn ways you communicate and handle conflict when it arises in the workplace. Identify triggers of stress in your life and how they can be minimized. Establish methods of coping when under heavy stress. Explore ways to foster unity among the management staff and learn techniques on how to deal with difficult residents.

### Topics Include:

- Left brain/right brain exercises
- Ranking our needs and considering others
- Workplace attitudes
- Effective Communication
- Conflict resolution
- Minimizing workplace negativity

**CEU's will be electronically mailed upon completion of course and receipt of full payment.**

This organization complies with the Title III of the Americans with Disabilities Act (ADA). The site is accessible for individuals with disabilities and if a registrant requires special accommodations please contact the NEAHMA office at least ten days prior to the date of the course.



## Agenda

### Registration

8:30 am - 9:00 am  
(Continental breakfast provided)

### Presentation

9:00 am—3:00 pm  
(Lunch provided)

### Questions & Answers

Help support our charity foundation, Team NEAHMA, by bringing us your old cell phones and ink cartridges. A collection box will be provided at this workshop.

*NEAHMA proudly thanks  
Corcoran Management and the  
staff at Weymouth Commons  
for hosting this workshop.*

## REGISTRATION FORM

Fax In Registration (781) 380-4842

**Registration Deadline: Sept. 17, 2010**

### MA Dealing with Difficult People and Residents

September 21, 2010

Please complete a separate form for each registrant and fax registration. Mail a hard copy along with your payment to: NEAHMA, 400 Washington Street, Suite 210, Braintree, MA 02184

Online payment option available at [www.neahma.org](http://www.neahma.org)

### Registration Fees:

\_\_\_\_\_ Member \$ 269 \_\_\_\_\_ Non Member \$339

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

Title: \_\_\_\_\_

Management Co: \_\_\_\_\_

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

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

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

### Cancellation Policy:

There is a \$50 administrative fee for cancellation 15 working days prior to the course. After this date, fees are *non-refundable*. A substitute may be sent in the place of the registrant. Class space is limited; therefore your registration must be accompanied by full payment in order to confirm your space for this course.

### Outstanding Collection Policy:

Payment for trainings and workshops are payable upon receipt. Registrants with outstanding balances that exceed 90 days will be suspended from attending future trainings and workshops until payment is received in full.

## COURSE LOCATION

.Weymouth Commons East Club House

80 Donald Street

Weymouth, MA 02188

781-335-4773

**WEYMOUTH COMMONS:** From Route 3 South, take exit 16B, Route 18. Follow exit to the right. At the first set of lights, take a left, that is Middle Street. Follow Middle Street until Weymouth Commons signs, the complex is on the right hand side of the street.

From Route 3 North, take exit 16, Route 18. Take left at the end of the exit ramp. Follow Route 18, until the first set of lights. Take a left, that is Middle Street. Follow Middle Street until Weymouth Commons signs, the complex is on the right hand side of the street.

Upon entering Weymouth Commons you are traveling on Rockway Ave. Follow straight through the intersection (do not follow signs for the Rental Office), this eventually turns into Audubon. Follow Audubon for approximately 200 yards. The Weymouth Commons East Club House will be set down on your left.



NEAHMA  
400 Washington Street, Suite 210  
Braintree, MA 02184

neahma  
NEW ENGLAND  
AFFORDABLE HOUSING  
MANAGEMENT ASSOCIATION

Weymouth, MA

Dealing with Difficult  
People and Residents

September 21, 2010

Weymouth Commons

80 Donald Street

Weymouth, MA

Presented by  
Sue Johnson, The Success Group

[www.neahma.org](http://www.neahma.org)