

AUGUST 10**11:00-12:30****Managing Your Feelings When Working with People with Challenging Behaviors****(WILL be recorded)****Ginny Kelbish****[Staying Calm & Deescalating High Conflict People and Situations](#)**

We can't always avoid situations with people who behave in unpleasant and difficult ways, but we can learn to better with the feelings created by these situations and people.

This session will help you identify what may be causing or sustaining difficult behavior and what you can do to help yourself manage your feelings and the situation. The session will help participants identify typical personality traits that are difficult to manage and possible ways to deal with these personality traits. The session will also help understand and interpret interactions between people and how to manage the feelings created in an effort to maintain effectiveness in communication.