

Workshops with Edmond Otis

Workshop: Dealing with Difficult People: Making Libraries Safe & Sane

Workshop Description: This unique all day workshop will provide training in the development of the actual verbal, emotional and physical interpersonal skills we need to turn conflict into cooperation, and successfully deal with the most challenging types of patrons.

The workshop's focus is on real library dynamics. Its unique, hands on - what to do - training emphasis goes to the heart of addressing a topic that concerns every library employee.

Where: San Mateo Public Library
55 West Third Avenue
San Mateo, CA 94403
650-522-7802

When: January 27, 2009

What time: **Check-in:** 8:30 to 9:00 AM

Instruction: 9:00 AM to 4:30 PM

Cost: \$75

Trainer: Edmond Otis

Register Link: <http://evanced.califa.org/pls/lib/eventsignup.asp?ID=254>

Workshop: Stress Management in the Library Workplace

Workshop Description: This all-day workshop is specifically designed for library personnel and the type of stressors they most commonly face. It will help participants understand how stress works, and how it affects us. It will provide proven tools for building the personal strengths and emotional reserves we all need to deal successfully with the most challenging demands of the work day and modern life. Special attention will be focused on providing participants numerous actual, practical, stress management techniques and skills they will be able to use immediately.

Where: San Francisco Public Library
100 Larkin Street
San Francisco, CA 94102
415-557-4400

When: January 28, 2009

What time: **Check-in:** 8:30 to 9:00 AM

Instruction: 9:00 AM to 4:30 PM

Cost: \$75

Trainer: Edmond Otis

Register Link: <http://evanced.califa.org/pls/lib/eventsignup.asp?ID=256>

Workshop: Making Difficult Conversations Easier

Workshop Description: This unique one-day workshop uses lecture, discussion, and individual and group exercises to teach participants effective, practical, and positive skills for making the most difficult conversations easier and more productive.

Where: San Jose Public Library-Dr. Martin Luther King, Jr.
150 E. San Fernando Street
San Jose, CA 95112

When: January 29, 2009

What time: **Check-in:** 8:30 to 9:00 AM

Instruction: 9:00 AM to 4:30 PM

Cost: \$75

Trainer: Edmond Otis

Register Link: <http://evanced.califa.org/pls/lib/eventsignup.asp?ID=255>