

January 2, 2008

Happy New Year!

I hope you had a restorative holiday and are feeling energized about the new year. I'll be sending my newsletter *Project Pointers* in time, but wanted to share three resources as you kick off 2008: a helpful course, an excellent book and a wonderful meeting venue...all to make 2008 more productive and satisfying.

**Course.** In response to newsletters and various employee-focused projects during last year, I received many requests for a new course. Working With Difficult People has been piloted and is ready to share. Ideally, nobody would ever need this content matter. But if certain employees are wrecking havoc with your staff's ability to serve clients, the course may offer a non-threatening introductory intervention. Or, you may want to combine this course with individualized team building activities. The course outline is attached and may be taught for two, three or four hours, depending on content preferences.

**Book.** I want to thank my development colleague Donna Leigh King for telling me about Peggy M. Jackson's *Nonprofit Strategic Planning: Leveraging Sarbanes-Oxley Best Practices*. The book is outstanding! It's helpful in terms of strategic planning approaches and document preparation, but the author skillfully shows the relationship between SOX and the life and soul of a nonprofit. I highly recommend it.

**Meeting Venue.** Former nonprofit senior staff member Cathy Beltz is offering her beautiful home for meetings, events and parties. 1893 House is conveniently located near Xavier University and affords both comfort and practicality. As a bonus, Cathy is a great cook and will prepare meals if requested. You may contact Cathy at 513.708.1216 or 1893house@fuse.net.

As January cold settles in around us, may we find warmth and peace for the new year.

Best wishes,

A handwritten signature in black ink, appearing to read 'Marta', written in a cursive style.

PS I'll be teaching another Successful Project Management for Nonprofits workshop at the Health Foundation on April 11. To register: <http://register.healthfoundation.org/>.

## ***Working With Difficult People***

Marta's new class will help employees deal with—and overcome—challenging people in the workplace. Participants will also learn how to focus on and reinforce the best qualities of these difficult people and how to manage them in work group settings.

The class is interactive, fun and immediately applicable to every day office life. Offered for two, three or four hours, it can be customized for your organization.

### **Course Outline Working With Difficult People**

#### **Introduction and Goals**

**Definition**

**Why People Behave Badly**

**Self Esteem**

**Poor Communication**

**Strategies for Improving Communication**

**Paraphrasing**

**Assertiveness**

**Workplace Boundaries**

#### **Difficult Types and Tips**

- **Bullies**
- **Whiners**
- **Snipers**
- **Disengaged**
- **Know It Alls (Delusional, True Experts)**
- **Placators**
- **Overly Sensitive**

**Hot Buttons**

**Final Analysis**

**Assignment**

*“Your detailed and thoughtful presentation helped staff learn more about others and themselves. The strategies were practical and the handouts will help us remember them... So many of the attendees have approached me since the training to let me know how much they enjoyed the training and also your presentation style.”*

Barbara H. Howard  
Executive Director/ CEO  
Redwood

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