

CUNY Professional Development Program

February 2020



Conflict Management: Strategies for Handling Difficult Behavior (C7858)

Monday, February 3, 9:00 AM - 5:00 PM

Do you work with people who exhibit challenging behaviors in the workplace? Are you at a loss as to how to handle the situation? Learn how to manage your own behaviors, discover different coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation. **Target Audience: All Staff**

CONFLICT MANAGEMENT

INCREASE
the positive



DECREASE
the negative

REGISTRATION: Go to www.cuny.edu/pdlm and click on **Register for Professional Development** to complete the **PDLM E-Application**. Be sure to click on **SUBMIT** after you print your application for your supervisor's signature. **Applications must be received in the PDLM Office at least 10 days before a course starts.** Dates are subject to change.