College of DuPage Teleconference

Hosted by the
Spencer S. Eccles Health Sciences Library
Paid for by the
Utah State Library Division

WHAT:       Dealing with Difficult People
WHEN:       Friday, January 21, 2005
TIME:       10:00 A.M. to Noon
WHERE:      Room 212 at Milton Bennion Hall (on the business loop at the University of Utah)
RSVP:       Contact Jeanne Le Ber at 801-585-6744 or jeannele@lib.med.utah.edu

Overview
In the Age of Information, people have come to expect results immediately! Perennial favorite, Debra Wilcox Johnson provides some practical advice on how to deal with impatient and frustrated patrons. Specific areas to be covered include:
• Understanding influences on user and coworker behaviors
• Defining “difficult” in today’s library
• Exploring strategies for responding to difficult situations

Presenter
Debra Wilcox Johnson is a partner in Johnson & Johnson Consulting, a firm specializing in management, evaluation, literacy and training. Dr. Johnson consults and trains throughout the United States on topics such as customer service, coping with technology, and creating an effective workplace.

For more information, program outline, discussion questions, and selected readings visit the website at http://www.dupage.edu/COD/index.php?id=11

Questions? Contact Jeanne Le Ber
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