



Who's Being Difficult?

Coping Skills for Library Personnel

featuring
NTLP Executive Director Carolyn Brewer

Thursday
May 9, 2013

Haltom City Public Library
4809 Haltom Road
Haltom City 76117
[map](#)

11:45 a.m. Sign-In
Noon-4 p.m. Training

4 CE / CPE Credits

Register at
[http://NotTypical.org/
upcoming-ce](http://NotTypical.org/upcoming-ce)

Free for NTLP
Partner Library personnel
who register by May 1;
\$5/person after that date

NonPartner Library staff
\$25 advance registration
\$30 regular registration

To qualify for advance
registration rate, payment
must be received by NTLP
no later than
Wednesday May 1

Meshing concepts from *Help! I'm Not a Social Worker* with elements of *True Colors*,™ this training event will suggest options for approaching various real-life, real-work situations and empathizing with the other person — whether that person is a library visitor, a colleague, a friend or a family member.

Objectives

- Become familiar with personality clues which can guide your approach to effective communications
- Re-evaluate symptoms of mental and developmental conditions which may appear as “difficult” behavior
- Identify strategies for safely integrating various populations among the library’s users
- Enhance your own self-esteem and confidence
- Examine the value varied personalities contribute to a team’s success
- Engage in interactive experiences which reinforce concepts being shared
- Demonstrate approaches to various “difficult” situations
- Recognize ways to alter one’s own approaches to other personalities



About the Presenter

In over 20 years as a consultant, manager and trainer, NTLP Executive Director **Carolyn Brewer** has developed a reputation as a dynamic speaker who can share knowledge while keeping participants involved and interested. She consistently provides training that meets the needs of the intended audience.

Carolyn’s presentation *Help! I'm Not a Social Worker* reflects experiences and lessons learned in 15 years as a librarian and 9 years as a social worker. Since she presented the training at the 2012 Public Library Association Conference, it is being requested by libraries across the country.

Besides being certified both as an adult training specialist and as a *True Colors*™ facilitator, she’s a degreed librarian, a licensed social worker and a licensed Private Investigator. She points out that, “The skills required to work effectively with individuals and teams apply to all of those professions.”

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