



presents

# Who's Being Difficult?

## Coping Skills for Library Personnel

featuring

*NTLP Executive Director Carolyn Brewer*

Offered in  
2 different locations

Monday

October 8, 2012

7:45-8:00 Sign-In

8:00-noon Training

**Benbrook Public Library**

1065 Mercedes  
Benbrook, TX

Thursday

October 18, 2012

11:45-noon Sign-In

Noon-4:00 Training

**Betty Warmack Branch**

760 Bardin Road  
Grand Prairie, TX

4 CE / CPE Credits

Register at

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

Free for NTLP

Partner Library personnel  
who register in advance;

\$5 / person for

Partner Library personnel  
who register at the door

\$25/person for

nonPartner Library  
personnel who

register & pay in advance;  
add \$5 per person  
if registering at the door

This training opportunity meshes elements of True Colors™ with concepts from *Help! I'm a Librarian, Not a Social Worker* to provide training which 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
- Reevaluate 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 a Librarian, 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.

She is certified both as an adult training specialist and as a True Colors™ facilitator. True Colors™ is a model of personality identification that is easy to understand, remember and apply. With the colors of Blue, Gold, Green and Orange, it distills the elaborate concepts of personality theory into a user-friendly, practical tool used to foster healthy productive relationships.



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