2019 OMAA/OML WEBINAR:
DEALING WITH PEOPLE YOU CAN’T STAND –
HOW TO MANAGE & COMMUNICATE WITH DIFFICULT
PERSONALITIES IN THE WORKPLACE

Thursday, February 28, 2019 – 11:00 a.m. – 12:00 noon

COST: $100 PER REGISTRANT - REGISTRATION LIMITED TO 50 REGISTRANTS PER
SESSION. (There is no CLE credit for these webinars.)

PROGRAM OVERVIEW:
As managers or co-workers, we must often deal with difficult personality types and difficult
workplace conversations. This presentation will take attendees through some of the most
difficult personality types in the workplace, including the complainer, the tank, and the
passive-aggressive sniper, and will discuss strategies designed to greatly improve
communication with those difficult personalities.

PRESENTER: Brad E. Bennett, Zashin & Rich
Brad represents public and private sector employers in all aspects of labor and employment law. Brad defends
employers in state and federal courts and before various administrative agencies, including the Equal Employment
Opportunity Commission (EEOC) and the Ohio Civil Rights Commission (OCRC). In addition to his litigation practice,
Brad represents public sector employers in collective bargaining, grievance arbitrations, impasse proceedings and
before the State Employment Relations Board (SERB). Additionally, Brad has drafted civil service rules for
municipalities, represents public sector employers before the State Personnel Board of Review (SPBR), and
counsels public employers regarding compliance with Ohio’s Open Meetings Act and Public Records Act.
Brad further utilizes his previous human resources experience to assist employers with day-to-day human
resources and employment law compliance, including drafting employment policies and job descriptions,
conducting and assisting with workplace investigations, grievances/arbitrations, disciplinary and performance-
related matters, salary surveys, and training.
Brad is certified as a Specialist in Labor and Employment Law by the Ohio State Bar Association. Brad has been
selected as one of the “Best Lawyers in America – Employment Law” and is listed to “Ohio Super Lawyers”
recognizing him for his outstanding work in the areas of Labor and Employment Law and Litigation.

Complimentary power point slides will be provided to the attendees.
TO REGISTER: email the registration form to CYNDIE, at cgrant@omlohl.org, and copy
cblake@omlohl.org, or mail it to the OMAA/OML offices (Please mail your $100 check, made out to
the OMAA, to the OMAA/OML offices: 175 S. Third St., Suite 510, Columbus, OH 43215.)

Registrants are encouraged to set up for the webinar in a conference room, with a speaker phone
and a computer screen, and to invite other city officials to attend. Registrants are encouraged to notify
us of the number of participants attending the webinar and if any are from other communities (for our
records, only).
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DEALING WITH DIFFICULT PEOPLE IN THE WORKPLACE
Presenter – Brad E. Bennett, Zashin & Rich

PLEASE PRINT:

Municipality ____________________________________________

Address _______________________________________________

Name of Law Director/Solicitor/Official
(Please indicate your job title. This helps direct the presentation.)

Email ____________________________ Phone ________________

(Notice: We always email registration confirmation and info about how to enter
the webinar at the latest by 5:00 p.m. the day before the webinar. If you do not
receive this confirmation let us know.)
COST: $100 per registrant (limit of 50 registrants per webinar session)
Your municipality counts as 1 registrant. You may have as many city officials (attorneys,
mayors, council members, etc.) attend as you wish, for this $100 fee. (Mail your check,
made out to OMAA, to our offices. If we should bill someone besides the municipality please
also indicate the name and full address of that entity on this form.) You may email or fax the
registration form to us.) (For our records we appreciate your advising us at
cgrant@omlohi.org & cblake@omlohi.org how many officials you plan to have attend.)