

**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@omloho.org, and copy cblake@omloho.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).



Ohio Municipal Attorneys Association

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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 _____

The email you indicate above is the email to which I send all correspondence – info about how the webinar works, the power point slides and the webinar email invitation.

(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@omloho.org & cblake@omloho.org how many officials you plan to have attend.)*