



Dealing with Difficult People: Making Libraries Safe & Sane

Workshop Agenda

Fall 2007-Winter 2008

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An Infopeople Workshop

The Team Approach: Understanding the Rules of the Game

- Teamwork, Clarity, and Consistency - The Cornerstones of Safe and Sane Libraries
- Why 10% = 70%, and 90% = 30%
- Taking the Lead - Setting the Tone
- Document. Document. Document.
- Management and Staff - Hand in Hand - Shoulder to Shoulder
 - *Exercise #1- Your Favorite Three*
 - *Exercise #2- TCC: Is There Room for Improvement?*

Knowing Who's Who. Knowing What's What

- The Safest Barrier - Customer Service Imperatives
- Who Is the Most Challenging - Can You Name Five Types?
- Triangulation Works! Polarity Doesn't!
- The Rules
- Help \neq Satisfy
 - *Exercise #3 - The Zen of "No"*

Face to Face - Walking the Walk & Talking the Talk

- Recognizing Trigger Points and Land Mines...
- Why Do People Yell?
 - What Gets Them to Stop?
- Body Language! 65% of What You Communicate Is Non-verbal!
- Getting the 10% to Really Hear You...
- It's OK to Be Honest - You Won't Hurt Anyone's Feelings
 - *Exercise #4 - Walking the Walk*
 - *Exercise #5 - Talking the Talk*

Applications, Situations, Emergencies & Urgencies

- Emergency Goals and Responses
- Calling the Police and Security
- Physical Confrontation - Get Away!
- Knowing Your Facility
- Documentation and Follow Through
- Using Community Resources
 - *Exercise #6 - Let's Get Good at Passing the Buck!*

Summary and Evaluation

There will be two 15-minute breaks and an hour for lunch.