



## **Electric Boat Management Association (EBMA)**

### **Dealing With Difficult People**

In a perfect world, we would only work with people that are collaborative, positive and have the best interest of the team in mind. However, in the real world, we work with all kinds of people, with all types of attitudes, opinions and commitment levels to the team. Working with difficult people can sometimes be the most challenging part of your every day job. In this interactive workshop we will discuss and evaluate the best way to interact with "difficult" members of our teams.

#### **The objectives of this webinar are:**

- Recognize how your own attitudes and actions impact others
- Use new and effective techniques for dealing with difficult people
- Recognizing problems before they occur
- Techniques for conflict resolution
- Develop coping strategies for dealing with difficult people and difficult situations
- Provide solid steps for building and maintain a positive attitude

#### **Facilitator Information:**



Meredith Kyle is passionate about developing future leaders and helping people reach their full potential. She has worked in Workforce Development at General Dynamics Electric Boat for the last five years, focusing on leadership development programs, learning strategy and mentorship. Prior to her life at EB, she worked in the hospitality industry and served as an adjunct faculty member in North Carolina, Vermont and Massachusetts. She received her master's degree in organizational leadership from Gonzaga University and her Bachelor of Science in hotel administration from Cornell University. In her spare time, she can be found coaching your sports, promoting EB to our community and organizing local events.

If you are interested in signing up for this workshop or have any questions, please reach out to EBMA Management Development Director, [Lexi Byrd](#).