

# Leadership Training Course 714

## Dealing with Challenging Personalities

*This course examines the causes of challenging or difficult personalities in society with specific reference to high school athletic programs. Basic management strategies include the use of emotional intelligence and transactional analysis considerations and methods. Specific protocols are defined for dealing with individuals who “must be right”, “must win”, “must be logical” and “must be accepted”. In addition, techniques are covered for preventing or responding to anger, sarcasm, denigration, complainers, back-biters and rigid-obstinate personalities. A model is discussed for creative interaction with parents who demand involvement in athletic department decision making or who seek to influence the decisions of senior administrators.*

*May 23, 2018*

*8:00 AM – 12:00 PM*

*Red Jacket Inn*

Questions?

Call Corey Parker or Andy Lathrop

**REGISTRATION DEADLINE:** April 20, 2018

**COST:** \$90.00

*Make checks payable to: NHADA*

**YOU ARE REGISTERED ONLY WHEN YOUR CHECK OR PURCHASE ORDER IS RECEIVED.**

*You will receive confirmation of your registration.*

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NAME \_\_\_\_\_ SCHOOL \_\_\_\_\_

*Registration for LTC 714: Dealing with Challenging Personalities*

**Mail/Email/Fax registration to:**

**Send check or Purchase Order to:**

**Andy Lathrop**  
**Oyster River High School**  
**55 Coe Drive**  
**Durham, NH 03824**  
**alathrop@orcsd.org**

**Lisa Gingras**  
**Nashua North High School**  
**Titan Way**  
**Nashua, NH 03060**  
**Make check payable to: NHADA**