



**Master Academy Courses**  
***Thinking on Your Feet &  
Handling Difficult***

**Wednesday, May 1, 2019**

**9:00 am-4:00 pm**

**Best Western Premier Waterfront Hotel  
Oshkosh, WI**

**PROGRAMS**

**9:00-Noon: THINKING ON YOUR FEET—Mastering Tough Questions to Get Results**

This highly interactive workshop will improve your confidence and skill for mastering surprising and tough questions. You will learn how to better prepare for those crucial meetings that will be decisive on vital actions you need to succeed in your job and unexpected drill downs from outsiders or internal constituents. Strengthening your abilities through using actual issues you face, you will leave ready to respond when you get back to the office.

**Noon-1:00: Lunch**

**1:00-4:00 pm: HANDLING DIFFICULT: Practical Ways to Handle Difficult People**

This workshop will teach you the most effective methods for leading difficult customers and constituents away from confrontation and toward cooperation. You will learn how to listen with power while keeping your personal distance and staying calm, but at the same time effectively serving the customer and yourself. You will increase your knowledge of techniques for handling and turning around angry demands and questions. You will strengthen your skill in maintaining calm, self-control and thereby preventing stress consequences from repeated contacts with angry individuals. The multiple exercises in this workshop will give you more confidence, because you will become better equipped to handle upset individuals.

**Instructor: Al Guyant** is an international trainer, speaker, author and media coach. He is the President of Guyant & Associates LLC. Madison, WI

**Cost is \$129. This includes instruction, materials, lunch and break.**

**This workshop has been designed for all public officials. You do not have to be a member of MTAW to come. I encourage you to invite your staff and colleagues to gain this valuable information. This full day of training qualifies for IIMC, MTAW, WMCA, WCCA, WCTA, WCCCA education hours towards certification.**

**On-line Registration:**

Website:

[www.uwgb.edu/govt](http://www.uwgb.edu/govt)

**To Register by Mail:**

Complete the registration form and return it with your payment to:  
UW-Green Bay,  
CECE - GOVT  
2420 Nicolet Drive-CL109,  
Green Bay, WI 54311-7001

**For Questions:** Phone  
Kassie at (920) 465-2468

**Cancellation Policy:** All cancellations have a \$25 non-refundable processing charge. Cancellations after 4/23/19 will not receive a refund.

**Continuing Education and Community Engagement**

**Registration Form: Thinking on your Feet; Handling Difficult**

Name \_\_\_\_\_

Position/Title \_\_\_\_\_

Municipality \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone: W \_\_\_\_\_ H \_\_\_\_\_

E-mail \_\_\_\_\_

\_\_\_\_ Enclosed is my \$129 check payable to: UW-Green Bay-CECE

Please mail to:

UW-Green Bay,  
CECE - GOVT  
2420 Nicolet Drive-CL109,  
Green Bay, WI 54311-7001

**Please advise us if you have a disability and desire special accommodations.**