



Welcome!

**The webinar will begin at
2:00 Eastern/11:00 Pacific**



Audio broadcast—volume

Today's audio is streaming over your computer's speakers or headphones.

You can adjust the volume on the Audio broadcast box:



If you hear an echo or are disconnected from the audio:

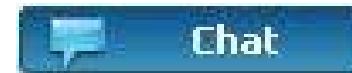
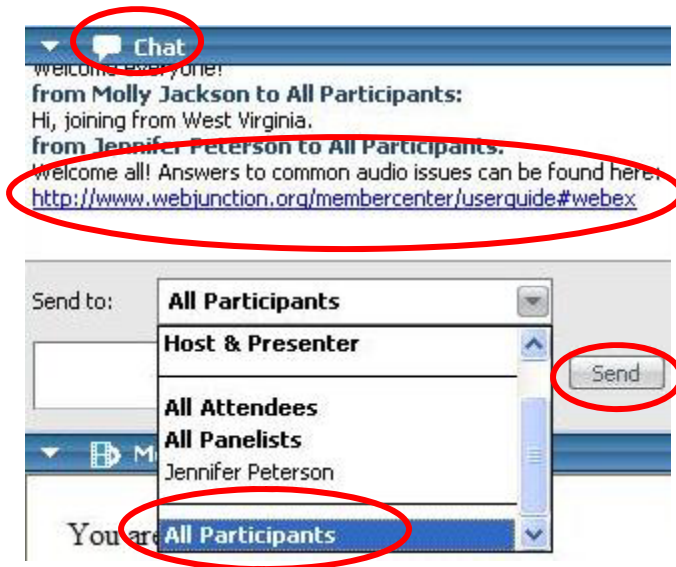
Select **Leave Audio Broadcast** or **click X** to close box(es). Then rejoin.





Chat Option

- If you have technical difficulties, please chat privately with “WJ Support.”
- Please post your questions to “All Participants.”
- Please paste to chat your links to relevant resources.



Step 1: Type in the **dialog box**.

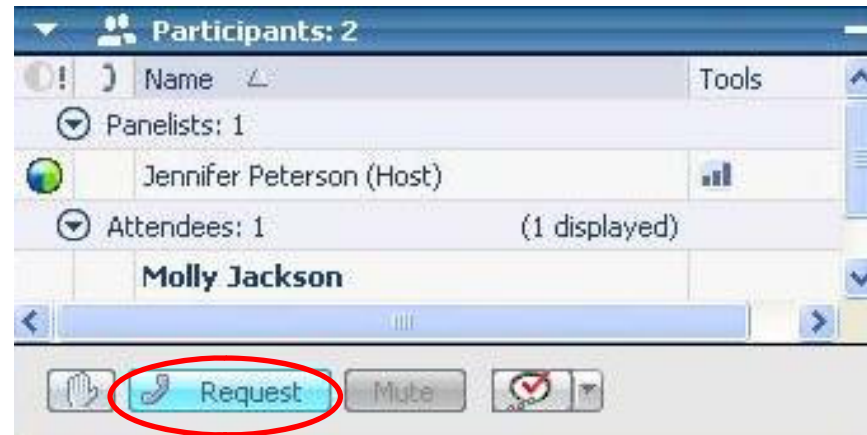
Step 2: Select **recipient(s)** from dropdown option.

Step 3: Click “**Send**” button.



If needed, access audio by telephone

If you cannot or do not wish to listen to today's audio via your computer, please follow these steps to join by telephone.



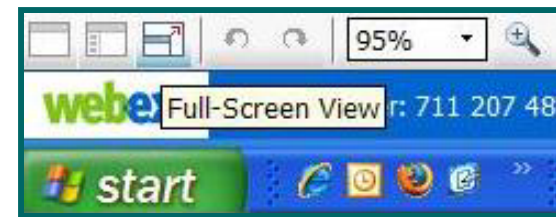
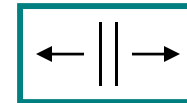
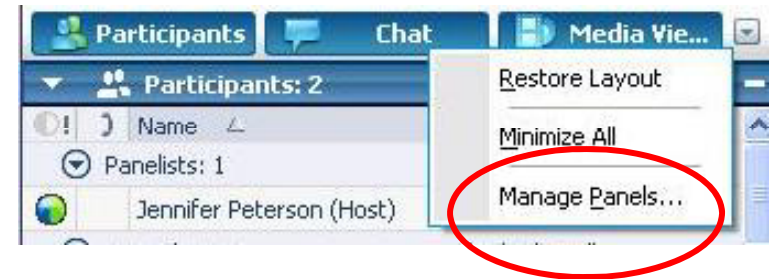
Click on **Request** under the participants list.

You will be provided with a toll-free number. Be sure to enter **#** following each of the operator's requests for **Access Code** and **Attendee ID**.



Customize your experience

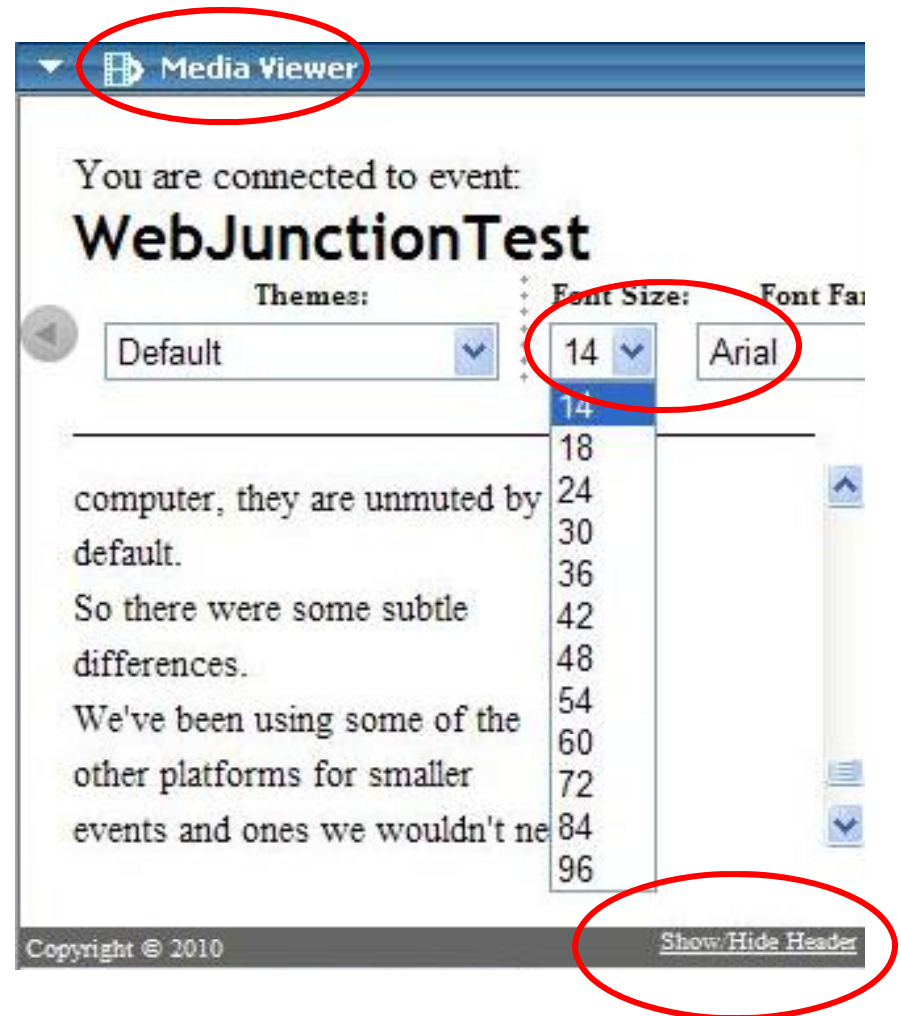
- Panels can be minimized or expanded
- Hover over edge of panels to drag and resize
- Size can be adjusted or presentation can be viewed “full screen”
- Use this menu at bottom right to return to panel view





Closed Captioning is available

- Access via the **Media Viewer** on your Panel options.
- You may adjust the **font size and type** for captions.
- Then select **Show/Hide Header** in the bottom right corner.





Remember to chat privately with
WJ Support if you need technical
assistance.

Other Technical problems?

Contact WebEx support

Event Number: 710 155 314

Phone: 1-866-229-3239



Today's Producers



Jennifer Peterson
Host/Moderator
WebJunction
Community Manager



Kendra Morgan
'WJ Support'
WebJunction
Program Manager



Today's Presenters



Paul Signorelli
Writer/Trainer/Consultant
Paul Signorelli & Associates



Maurice Coleman
Technical Trainer,
Harford County Public Library



**Dealing with the
Difficult Customer or....**



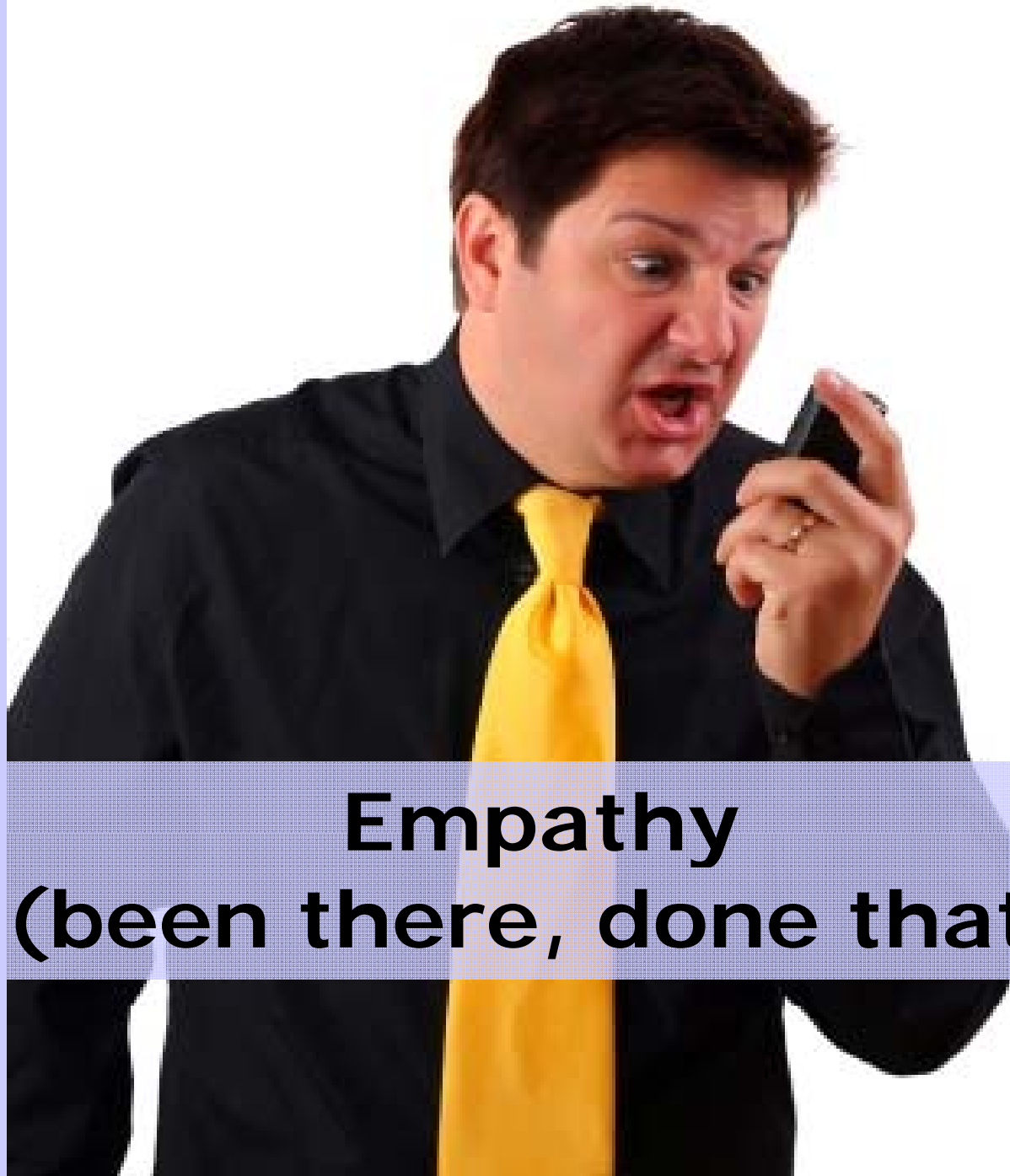
**Why am I so angry?
(and what are you
going to do about it?)**



Presented by
Maurice Coleman
Technical Trainer,
Harford County Public Library

Paul Signorelli
Writer/ Trainer/Consultant
Paul Signorelli & Associates

For WebJunction
Tuesday, October 19, 2010



Empathy
(been there, done that)

Not going to take it anymore?



Conflict Resolution Basics





Remembering it's not personal



**Using
our
best
tools**

Acknowledgement

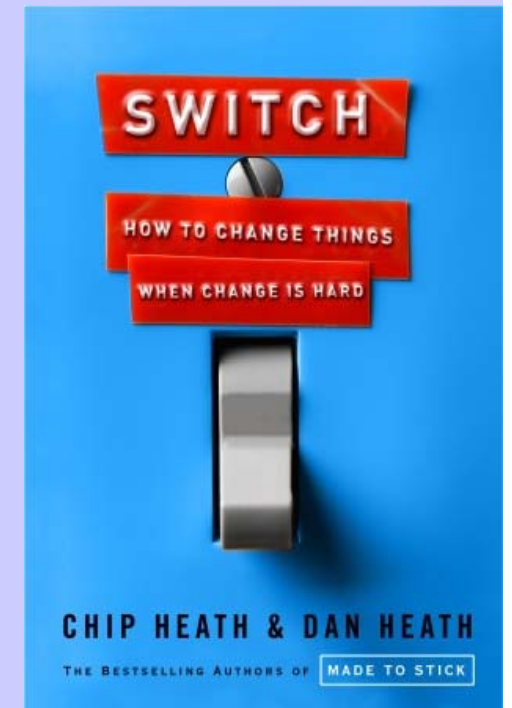




Action!

Diving in, part 1





**Switches, crucial conversations,
and overcoming difficulties**

Conversations With Results



The New York Times
BEST-SELLER

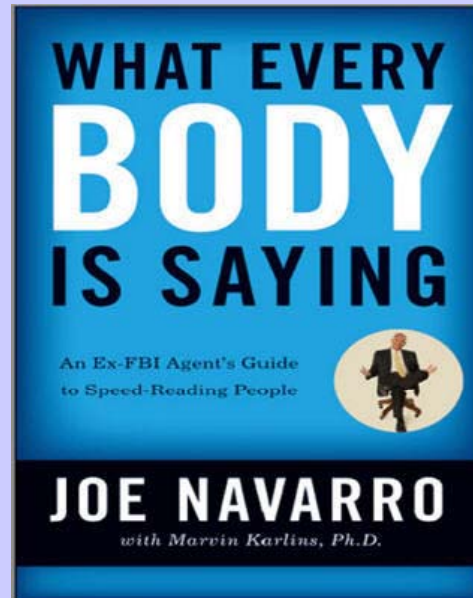
Foreword by **Stephen R. Covey**
Author of *THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE*

crucial conversations

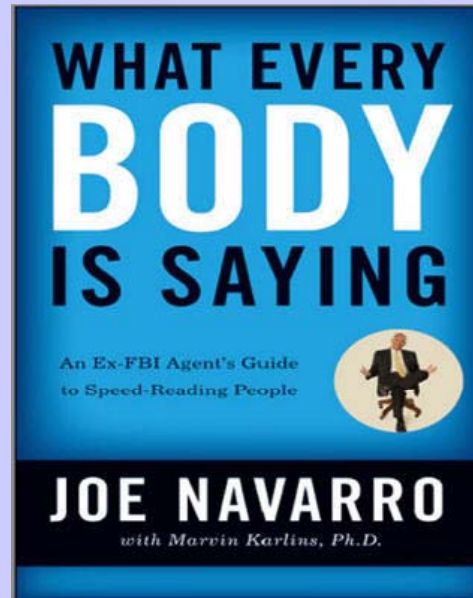
 **Tools**
for talking
when stakes
are high

KERRY PATTERSON, JOSEPH GRENNY, RON McMILLAN, AL SWITZLER

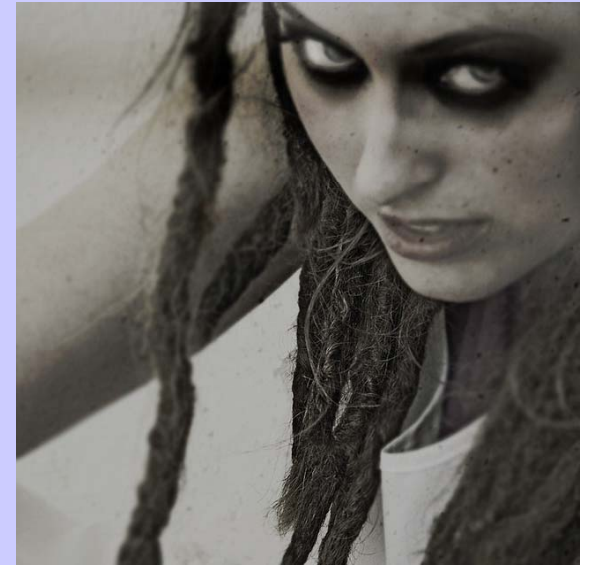
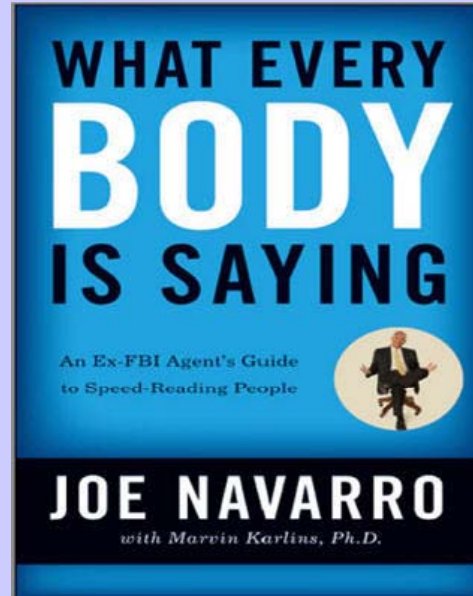
Speaking without words



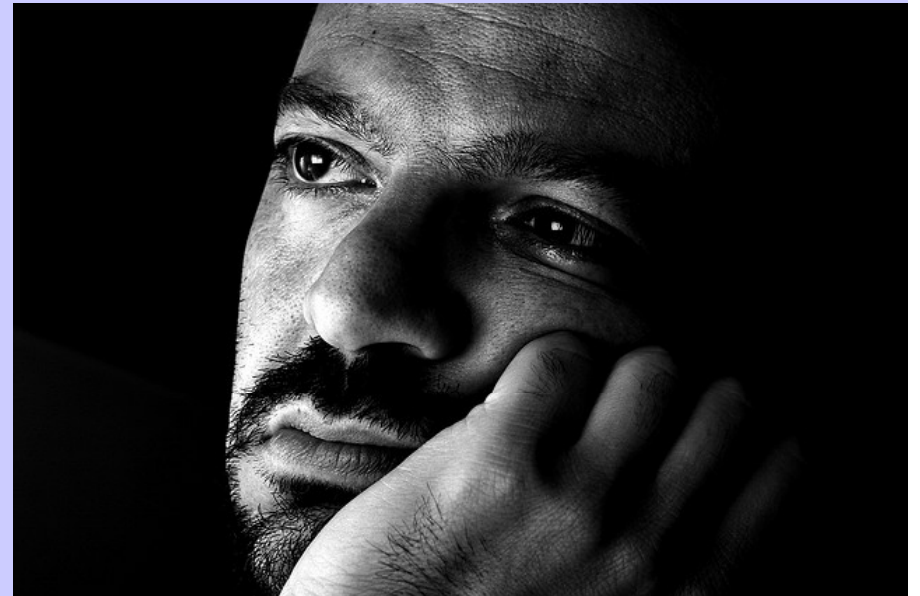
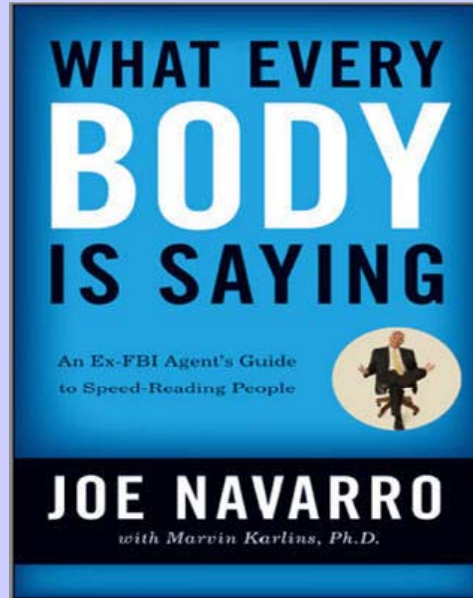
Speaking without words



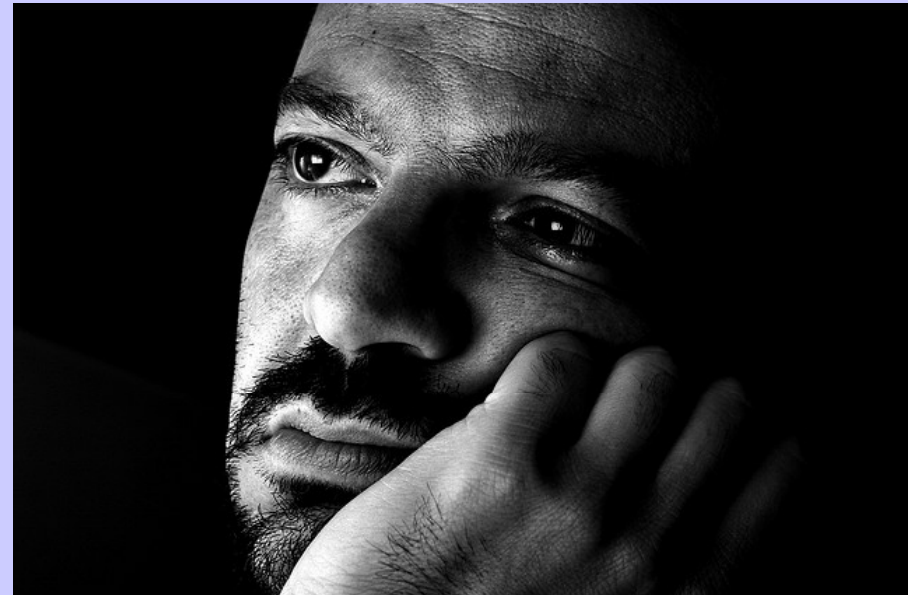
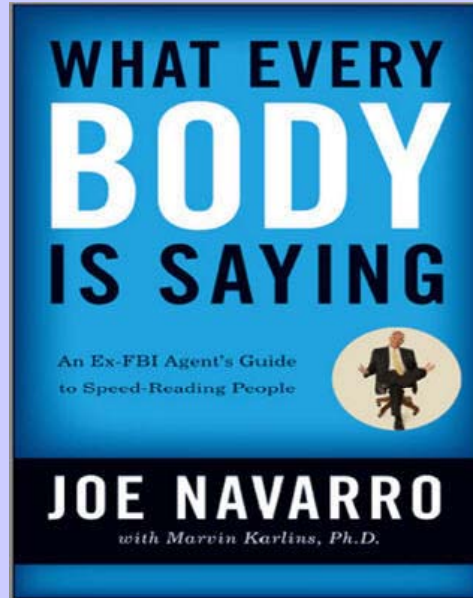
Speaking without words



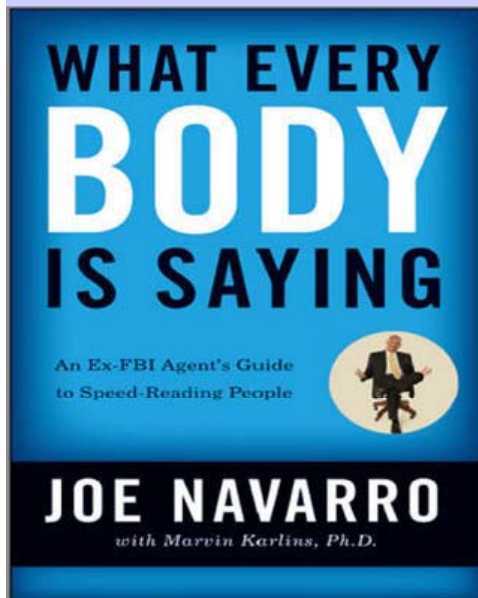
Speaking without words



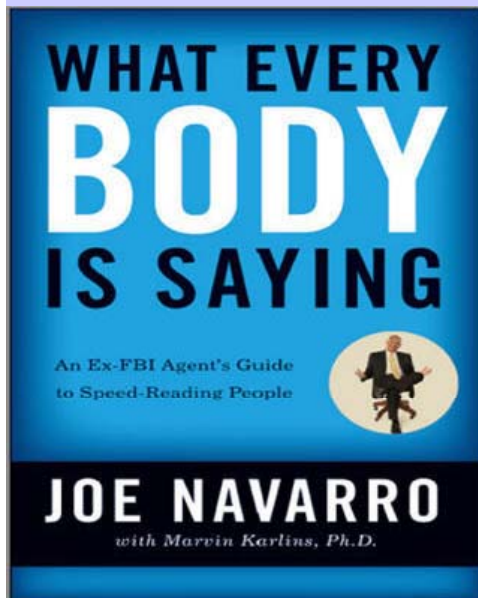
Speaking without words



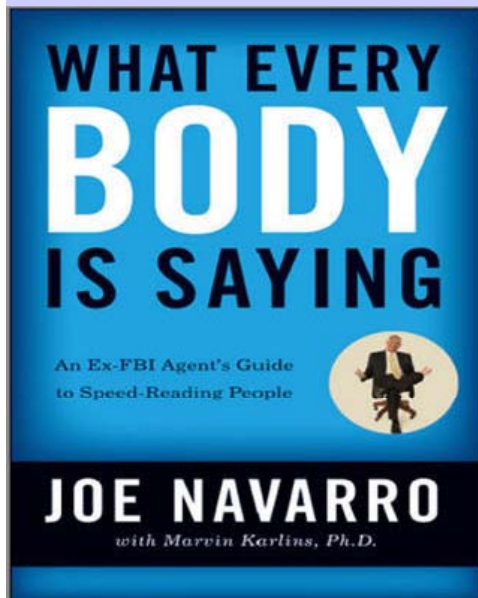
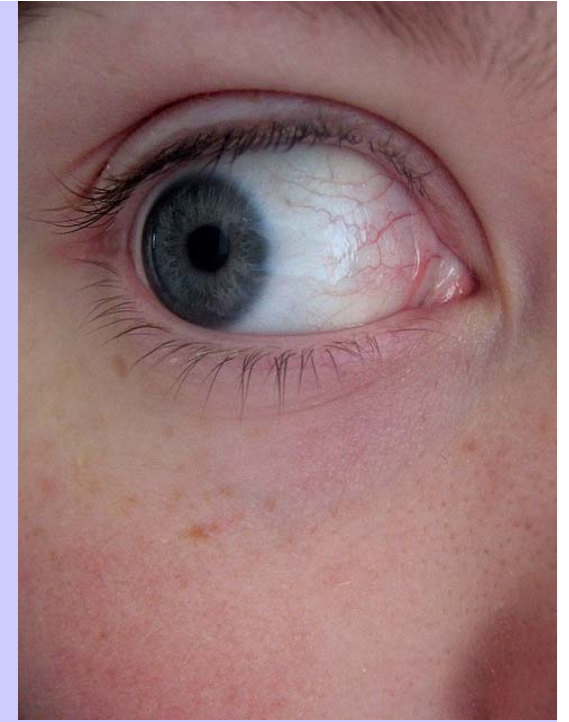
Focusing on details



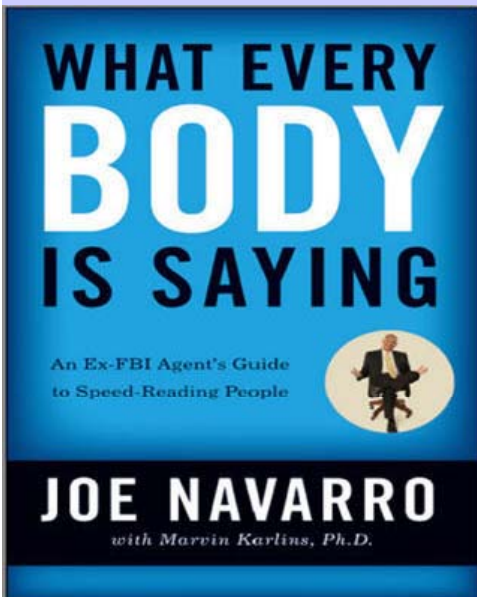
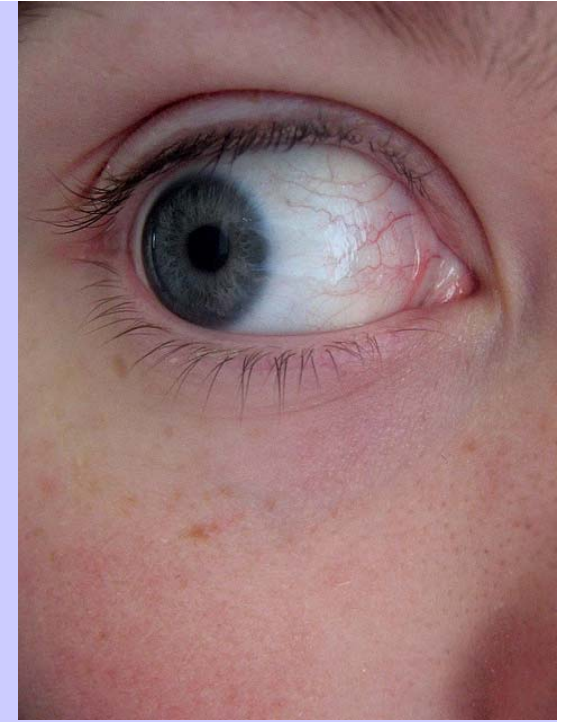
Focusing on details



Focusing on details



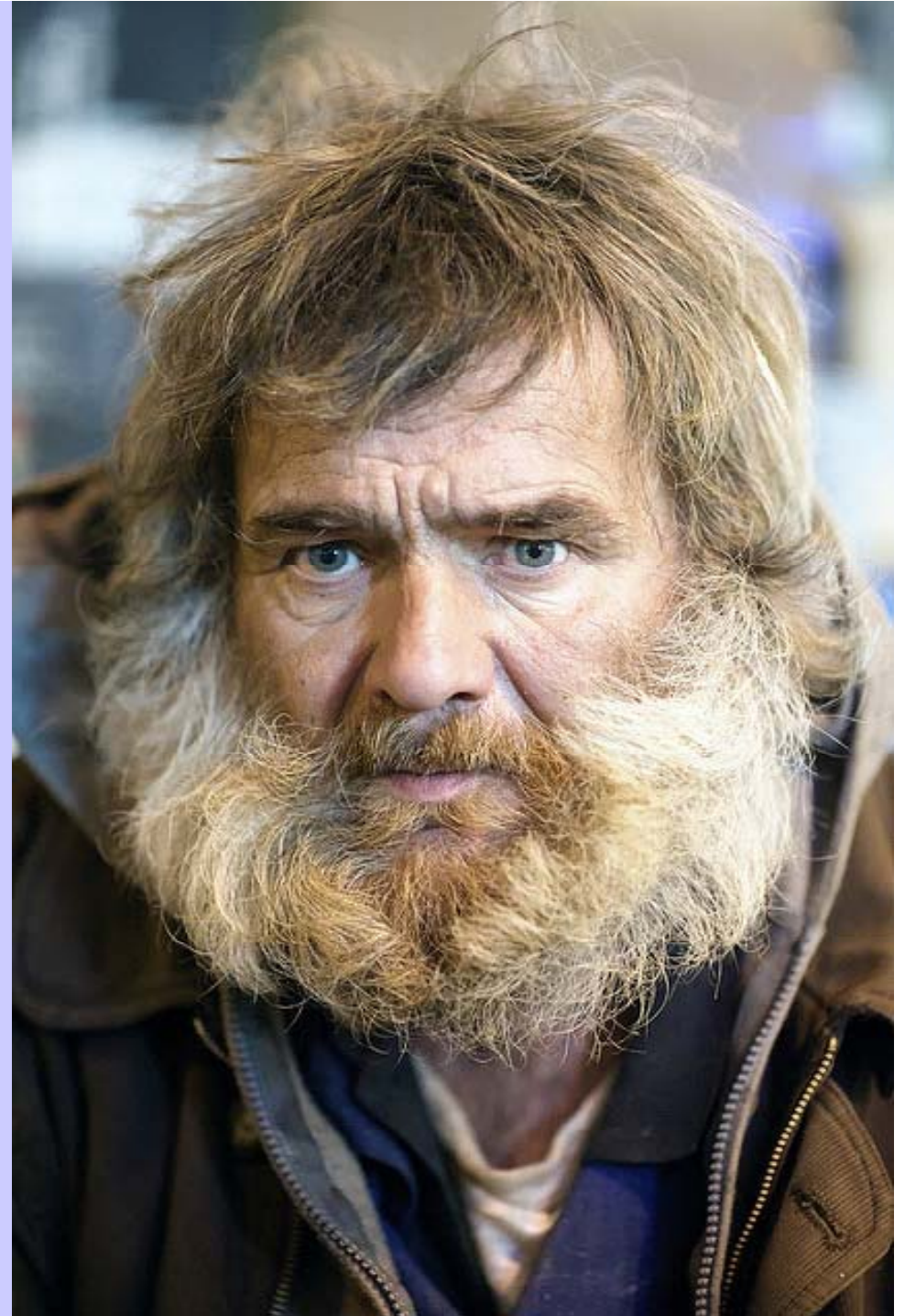
Focusing on details



Diving in, part 2



**Why am
I so angry,
revisited:
the really
difficult
ones**





**You're
probably
not alone**



**You
talking
to me?**

No angry mobs, please





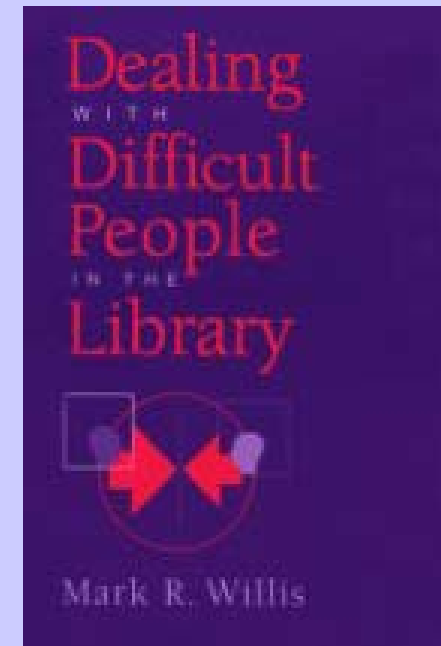
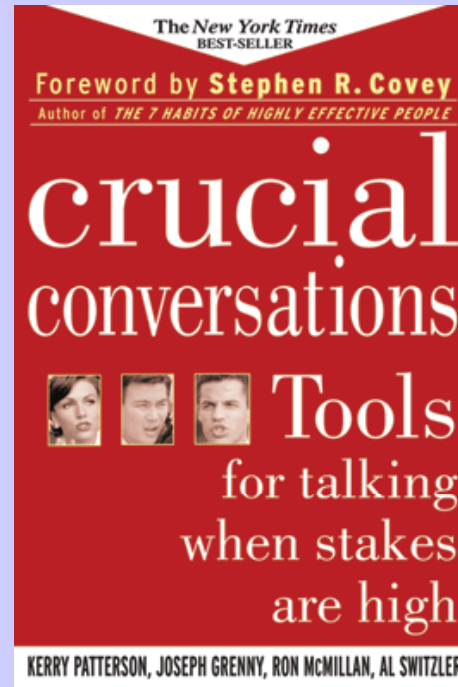
After the storm



Wii Play



Resources For Positive Change



Also try:

Joseph Anderson's "Difficult Patron Behavior: Success Stories from the WebJunction Community," at <http://www.webjunction.org/difficult-patrons/articles/content/437956>

Brian Quinn's "How Psychotherapists Handle Difficult Clients: Lessons for Librarians," at <http://thinktech.lib.ttu.edu/bitstream/handle/2346/484/fulltext.pdf?sequence=1>

**Thank
you!**

Credits

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Crossed Feet: From **Hamed Saber's photostream** at <http://www.flickr.com/photos/hamed/849226969/sizes/z/in/photostream/>

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webjunction.org/interpersonal

Crossroads (monthly newsletter)

webjunction.org/crossroads

Upcoming Events and Archives

webjunction.org/events/webinars

December 1 & 2 Online Conference

Serving the 21st Century Patron