



Office of the Dean
College of Humanities & Social Sciences

**HSS Staff Retreat
August 5, 2016
8:00 a.m. – 12:00 noon
SO 5074**

8:00 a.m. – 8:30 a.m. Breakfast

Breakfast will be provided by KSU Catering.

8:30 a.m. – 8:35 a.m. Welcome and Remarks

8:35 a.m. – 8:55 a.m. Introduction of Deans and Chairs

9:00 a.m. – 9:05 a.m. Introduction of Kevin Gecowets

9:05 a.m. – 12:00 p.m. Staff Workshop: Dealing with Difficult People

Interacting with customers, colleagues, and supervisors can involve difficulty.

Conflict often arises over goals, expectations, the way to do things, or personality

differences. This workshop will help you gain more power to influence and build

relationships in difficult situations and to prevent conflicts from occurring.