



For Immediate Release
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Lakes Area Employers' Council To Meet Wednesday, March 25, 2009

SPENCER, IOWA - The Lakes Area Employers' Council (ECI) will be meeting on Wednesday, March 25, 2009 from 1:30 p.m. to 4:30 p.m. at Iowa Lakes Community College, 1900 N Grand Ave, Spencer, Iowa 51301. All employers, human resource personnel, accounting, payroll, and other staff members are invited to attend. Featured speaker will be Kathy Peterson on "Working With You Is Killing Me" (Difficult People and Difficult Conversations).

Kathy Peterson the Founder and President of PeopleWorks, Inc. is a much sought after speaker because of her energetic and enthusiastic style and her interactive workshops. Prior to starting PeopleWorks, Kathy was a member of the global management training and development team at Gateway, a Fortune 500 computer marketer and manufacturer. Kathy has also served as an adjunct instructor in the areas of business and communication. She is also an active member of several professional organizations; including, the National Speakers Association, the American Society for Training and Development, the Alta Chamber of Commerce, and the Iowa Association of Lifelong Learning. Kathy has a Bachelor's degree in Communication Studies from Iowa State University and a Master's degree in Adult Learning, Performance, and Development from Drake University. In 2001, Kathy earned certification as a Senior Professional in Human Resources (SPHR) from the Society of Human Resources Management. In addition to being a successful business owner, she is also the mother of two busy boys! Kathy and her husband also farm outside of Storm Lake, Iowa.

Overview: A difficult person can really test your limits. However, in order for you to be successful, you need to learn how to more effectively communicate with those "problem" people. This workshop will explore the tools and techniques participants can use to have those difficult discussions effectively and to enhance his/her relationships with even the most problematic people.

Objective: As a result of this program, you should be able to:

- Explain why people sometimes fail to recognize or address someone who is a problem.
- Identify the options you have when dealing with a difficult person/employee.
- Demonstrate ways to have discussions (even tough ones) effectively with a difficult person.

Questions will be entertained by Kathy Peterson.

Participants are encouraged to register as early as possible, or at least one week prior to the program by calling Iowa Lakes at 800.252.5664 or by e-mailing communityed@iowalakes.edu. Cost of the workshop is \$79.00, which includes refreshments and light snack, and the course number is 20584. If you register, but do not attend, you will be billed. Class is limited to the first 40 participants.

The Lakes Area Employers' Council is a local employer group supported by Iowa Workforce Development Region 3 and 4, and is part of the statewide Employers' Council of Iowa system. This employer's group addresses workforce issues, and provides both educational and networking opportunities for employers and human resource professionals. Contact Bob Becker at Robert.Becker@iwd.iowa.gov if you have questions about this training session or about the Lakes Area Employers' Council.

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