

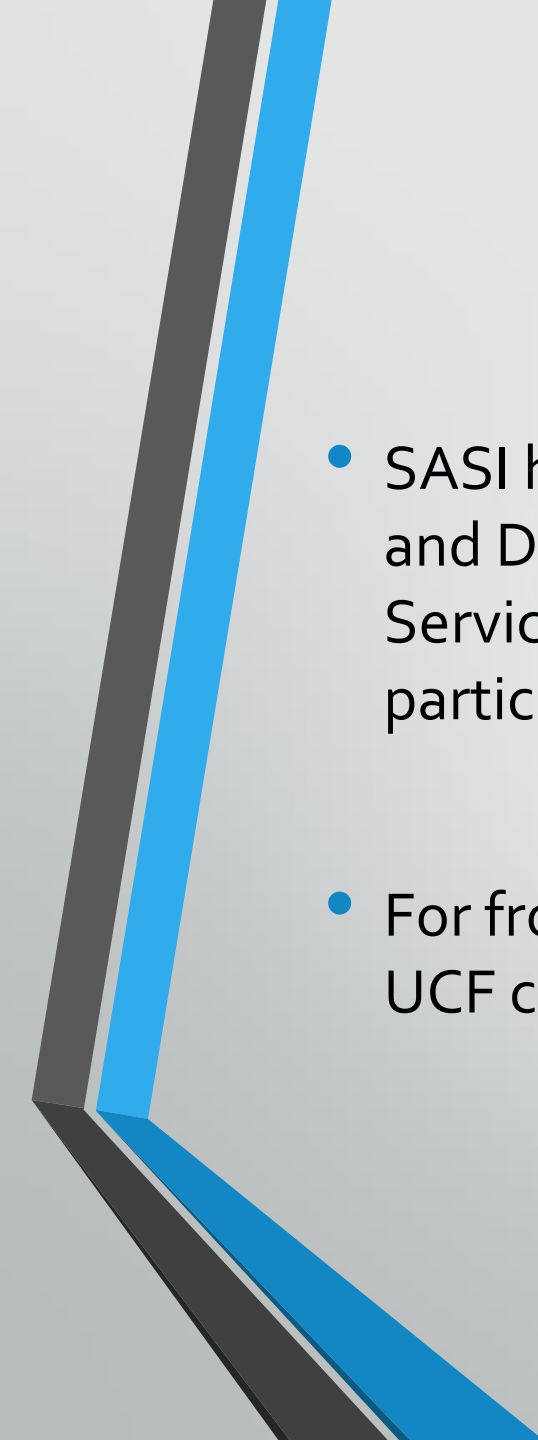


SASI

Dealing with Difficult People

(Webinar)

June 18, 2013

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- SASI hosted a webinar entitled “Frontline Staff: Dealing with Difficult People and Disturbing Personalities” on June 18, 2013 from 2:00-3:30 p.m. in Health Services 206. This was an interactive webinar, which allowed attendees to participate and ask questions of the panel.
 - For frontline staff members that deal with students, parents, faculty and the UCF community, this was a great webinar for them!





Presenters

- **L. Darryl Armstrong PhD**
• Principal at L. Darryl ARMSTRONG and Associates Behavioral Public Relations LLC, Tybee Island, Ga. and Ibbotsville, Ky
- **Bill Evans**
• Vice President of News & Operations at WPSD-TV Local 5, Paducah, Ky
- **Kathy Melvin**
• President at Business Integrated Communications, Jeffersonville, Ind.

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