

# “Do I Have To Work With...THEM?”

A fun, one-day interactive course in **interpersonal work skills** — from developing rapport to dealing with difficult people

MILO SHAPIRO  
of



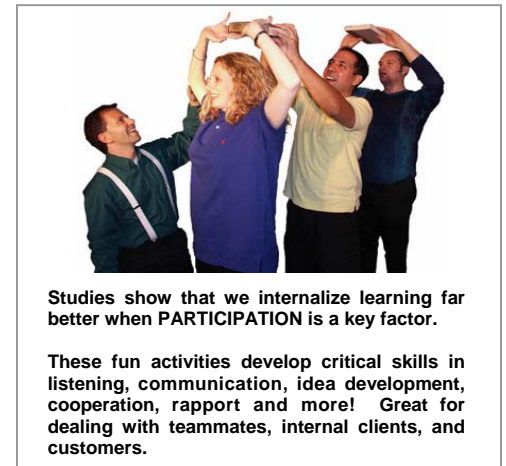
MAGGIE POUND  
of



This course is unlike any other on the topic of interpersonal dynamics because **PLAY** is a key learning component.

In the first half, communication/teamwork professional **Milo Shapiro** uses **exercises of improvisation** that help people key in on interpersonal challenges in the workplace.

Within the fun of the games, attendees are noticing ways that **communication breakdowns lead to inability to reach success**. Milo helps attendees to recognize patterns many of us fall into (and can see in others) that interfere with productive working relations and **The 5 C's of Teamwork™**.



Studies show that we internalize learning far better when **PARTICIPATION** is a key factor.

These fun activities develop critical skills in listening, communication, idea development, cooperation, rapport and more! Great for dealing with teammates, internal clients, and customers.



The Covert



The Critic



The Exploder



The Victim

**Difficult People Types**  
**...skills in how to**  
**succeed with them**

In the second half of the day, corporate trainer **Maggie Pound** focuses specifically on **dealing with difficult people** (who are probably *wonderful* people whose styles just make them difficult at times!)

Through her exercises and analytical tools, we begin to see patterns in “The Difficult One” so that we can take on strategies to **ease the discomfort** and **make win/win situations**. Concepts and realizations from Milo’s morning activities will be recognized in our discussions with Maggie.

### **Course Benefits:**

- ⇒ Make sense of what’s going on in difficult people’s heads so you ease their concerns and get back on track.
- ⇒ Recognize actions we may do that can accidentally escalate the **THEM** factor in others.
- ⇒ Develop skills that create rapport, making **you** someone others will want to work with (don’t **be** a **THEM**!)
- ⇒ Replacing struggle with productivity and appreciation.
- ⇒ Finding creative solutions to approach situations, making everyone look good.

Call Maggie (619-ALLY-PRO) or Milo (619-542-0761). Details at [www.IMPROVentures.com/them](http://www.IMPROVentures.com/them)

**Who is your “THEM”? Could you be someone else’s “THEM”?**

# “Do I Have To Work With...**THEM?**”

## About The Trainers

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MILO SHAPIRO of



Milo Shapiro walked away from his B.S. in Computer Science and fifteen years in Information Technology to pursue his passion: applying improvisation to business practices and personal development. On his last day, a co-worker asked, “Who’s going to make it fun to work here now?”

Milo began studying improvisation in 1990 and began teaching the art in 1993, traveling in the US and Canada to continue his own improv education and teaching skills. As CEO of IMPROVentures (.com), Milo conducts various business programs including **teambuilding**, **speaking skills classes/coaching**, **motivational keynoting**, and **entertainment programs**. He served six years as business manager of the comedy troupe TheatreSports.

Milo’s client list includes **Pfizer**, **Kodak**, **Sempra Energy**, **Minolta**, **the U.S. Marine Corps**, **the U.S. Dep’t of Defense**, **Wellpoint/BlueCross**, **Computer Sciences Corporation**, and many non-profit organizations. Testimonial letters from these and other companies are on his website. He was invited to speak in 2003 for the international convention of the **American Society of Training and Development (ASTD)**.

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MAGGIE POUND of  
**TrainingCentric**

Maggie Pound is an expert facilitator and public speaker, having lead over 100 seminars. Audiences enjoy her real life experiences as well as her ability to connect and explore the more difficult management challenges.

She has more than **15 years as an executive in human resources administration and organizational development**. Her background includes five years as the **Director of Training for L.A. County’s Department of Communications**. She was **Director of Human Resources** for **both Sharp Rees-Stealy Healthcare** and **Kaiser Permanente**. She also managed a department of over 90 pediatric employees at Kaiser.

Among the many training programs she developed and/or delivered for her organizations are: Teamwork, Assertive Communications, Quality Improvement, Conflict Management, Leadership Skills, and Facilitation Skills.

Maggie Pound has become one of the leading experts on creating and managing strategic alliances. As the **founder of HR Connectors**, she directed a strategic alliance of human resource related service providers. Maggie holds a certification as a **Senior Professional in Human Resources (SPHR)** from the Society for Human Resource Management, as well as remaining active in the San Diego Coaches Alliance, ODNNet, and ASTD.

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