

# Tips, Tricks & Strategies for Working with Difficult People

Learn how to look at yourself as the professional. Learn how to handle conflict and develop appropriate responses to challenges present in all human interactions. Discussions are directed at solving dilemmas in conflict difficulties, different personalities and moving forward through a successful real estate transaction.

The focus of the class is serving the consumer to meet their real estate needs in the most professional manner.

**WHEN:** Thursday, August 17, 2017 (A.M.)  
Registration: 8:15 to 8:25; Class: 8:30 to 11:30.

**WHERE:** Spokane Association of REALTORS®  
1924 N. Ash Street, Spokane

**INSTRUCTOR:** Linda Miller Sheets, GRI, CRB, CRS

**COST:** SAR Member: \$30 early; \$45 regular  
Non-SAR Member: \$45 early; \$60 regular

**LATEST DAY FOR EARLY REGISTRATION IS 10 DAYS PRIOR TO CLASS DATE**  
**Cancellation Policy:**

A refund will be granted until 3:30 p.m. three days prior to the class after which time there will be a 50% refund. Anyone not showing for registration the day of the class will not be given a refund.

*Online Credit Card Enrollment also available: [www.SpokaneRealtor.com](http://www.SpokaneRealtor.com)*



## 3 CLOCK HOURS

### EDUCATION REGISTRATION FORM

**Tips, Tricks & Strategies for Working with Difficult People — August 17, 2017 (A.M.)**

Name \_\_\_\_\_ SAR Member # \_\_\_\_\_

Office \_\_\_\_\_

Office Phone # \_\_\_\_\_ Email \_\_\_\_\_

Credit Card Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

\_\_\_ Visa \_\_\_ MC for \$ \_\_\_\_\_ Card # \_\_\_\_\_ 3 digit sec. code \_\_\_\_\_

Expires \_\_\_\_\_ Signature \_\_\_\_\_

**OR**

**MAKE CHECK PAYABLE TO S.A.R. AND MAIL TO:**  
**Spokane Association of REALTORS®**  
**1924 N. Ash Street, Spokane, WA 99205**

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