



## Des Moines Chapter



Tuesday , February 17, 2026



6:30 PM - 8:30 PM CST



Zoom

# Conflict Management: How to Deal with Difficult People

Virtual training with  
**Aaron Solari**



Whether it's a frustrated customer, an underperforming team member, or a challenging vendor, difficult personalities are part of business. Learn how to stay calm under pressure, set clear boundaries, and navigate tough conversations while maintaining professionalism and control.

Members: \$25  
Non-Members: \$40

For Owners,  
Managers,  
Service  
Advisors

*Register at* **MWACA.org/events**  
*Questions?* **816.413.9800**

MWACA is committed to providing a recruitment-free environment during training sessions and events for all employees of its member shops.