No matter who you are, sooner or later (or perhaps right now) you will encounter an individual whose personality or approach to life creates conflict or a level of discomfort for you or others around you. Solutions for dealing with difficult people are not “one size fits all”. In this seminar, Dr. Tonjanita Johnson will offer some helpful perspectives in understanding how to effectively identify and address the underlying causes of “difficult” behavior and how you can develop your own, disciplined approach to diffusing potentially volatile people and situations in your professional, academic or personal life.

SPEAKER
Dr. Tonja Johnson
Vice President for Communications and Marketing, University of Tennessee

Dr. Tonjanita (Tonja) Johnson is responsible for overall communications, research-based messaging, marketing, and branding activity for the University of Tennessee System. Prior to her appointment with the University of Tennessee, Johnson served for three years as chief deputy to the president at Stony Brook, where she also held a faculty appointment in the School of Professional Development, teaching higher education leadership.