

Seminar Location:

SBDC Business Education Center
207 Chamberlin Bldg
434 Market St
Lewisburg, PA

Date/Time:

November 17, 2009
9 am-noon

Fee: \$35

Presented by:

Rhonda Campbell
Owner, Jarhon Communications

What you will learn:

- How difficult people impact organizations and individuals.
- Our role in encouraging or discouraging difficult behavior.
- The dangers of labeling.
- The common types of difficult behaviors and what fuels them.
- What we can do to minimize difficult behavior and its impact.

About the speaker:



Rhonda Campbell is the Founder and Owner of Jarhon Communications – a corporate training and consulting firm. She provides in-house training programs and

coaching to clients from myriad industries, backgrounds, and experience levels. With more than 20 years of communication experience, Rhonda has

developed and delivered training programs to hundreds of participants throughout Pennsylvania.

Rhonda has worked with individuals in state and local government, manufacturing, health care, banking, long-term care, insurance, not-for-profit and many other industries, and has found that the problems facing most organizations and managers are similar; the management tools she shares are applicable in varied circumstances and environments.

Who should attend:

Small business owners who are interested in learning more about how to manage all types of personalities in the workplace.

SBDC Seminars

The SBDC offers seminars in the following areas:

- Business management and operations
- Finance
- Human resources
- Legal issues
- Marketing and sales
- Recordkeeping, accounting, and taxes



Complete and return the registration form today!

I plan to attend “Dealing With You Is Killing Me!” November 17, 2009.

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I am a:

- Veteran Female
- Disabled Male
- Minority Person
- Business Owner
- SBA Loan Recipient
- Client of the SBDC

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Standard-Journal



All SBDC programs are non-discriminatory and open to the public. Reasonable arrangements for persons with disabilities will be made, if requested at least two weeks in advance. Please contact Shelley Gadoury at (570)577-1249.

**BUCKNELL SMALL BUSINESS
DEVELOPMENT CENTER**

**An accredited affiliate of a
national network of
Small Business Development Centers**

The Bucknell SBDC was created in 1978 and is located in the Dana Engineering building on the university campus.

The purpose of the SBDC is to serve as an educational research resource for small businesses. We help small business owners enhance their knowledge of business management through individual consultations, seminars, and pre-business workshops. We also help small businesses obtain data and analysis that are generally unobtainable to them on their own.

With the exception of seminars, the counseling services provided by the SBDC are free. Funding is received from the U.S. Small Business Administration, the Commonwealth of Pennsylvania and Bucknell University.

In addition to SBDC staff consultants, Bucknell faculty and staff along with student interns are used to provide counseling services for small businesses.

Areas of assistance provided by the SBDC include:

- Accounting and record keeping
- Applied engineering services
- Business startup procedures
- Business plan development
- E-Commerce
- Financial analysis
- Human Resources
- Marketing and sales
- OSHA requirements

Bucknell SBDC Staff

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Business Consulting

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Shelley Gadoury: Office Assistant

Request free confidential business
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Funding support and resources are provided by the Commonwealth of Pennsylvania through the Department of Community and Economic Development; through a cooperative agreement with the U. S. Small Business Administration, and through support from Bucknell University.

All services are extended to the public on a non-discriminatory basis. Special arrangements for persons with disabilities can be made by calling (570)577-1249. All opinions, conclusions or recommendations expressed are those of the author(s) and do not necessarily reflect the views of the SBA.

“Dealing With You Is Killing Me!”

*How to handle difficult
employees, managers,
and customers.*

**Presented by:
Rhonda Campbell
Owner of Jarhon Communications**

**November 17, 2009
9am-noon
Registration 8:30am**



**Small Business Development Center
Bucknell University**

Helping businesses start, grow, and prosper.

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