Recipient Name(s) ______ Kalei Rapoza ______

Event Name ______ Dealing with Difficult People ______

Compare your application with your completed project. Use additional space as necessary. Completed reports may be emailed to uhhiopd@hawaii.edu or dropped off at the Office of the Chancellor.

1. Describe when your project took place. Did it take place as scheduled in your application? If not, what happened and why?

There were two sessions for the Dealing with Difficult People (DWDP) training: March 17, 2014 and May 19, 2014

2. Describe where your project took place. Is this the same location you identified in your application? If not, what happened and why?

We originally identified UCB 127 as the training location, however, due to class size and desire for intimacy of the training, we opted to use PB-22

3. What categories best describe your project as implemented? Check all that apply:

   Speaker ______  Training ______  Workshop ______
   Technology ______  Audio Conference ______  Webinar ______

4. Provide a brief summary of what you did.

   Trainer Nancy Lombard provided strategies to attendees on managing difficult situations with people, controlling yourself, using a human approach to address work issues, understanding why people are "difficult," and taking steps to resolve long-standing difficult relationships.

5. Did you meet the objectives for this event as proposed in the application? Explain.

   The objective of the training was to assist employees who supervise and/or deal directly with students, parents and the public. The purpose of the training was to raise self-awareness and understanding in dealing with difficult behavior to find ways to overcome difficult situations and find positive outcomes. The objectives were met through the training. The attendees were a good mix of faculty and staff that work in public areas and who deal directly with students. The training provided strategies and worked through scenarios to assist attendees in their approach and demeanor with deescalating situations.
6. Describe how your project addressed the UH Hilo Strategic Plan.

This project addresses all six of UHH Hilo's Strategic Goals by providing staff with skills to enhance their interactions with students and better the student experience at UH Hilo, including increasing collaboration between administration and students and parents, fostering a positive student environment, cultivating aloha through understanding and empathy, strengthening UHH's public image through increased positive interaction with the public, and facilitating organizational excellence through effective and positive communication.

The DWDP training provided and enhanced skills of our employees in interacting with other faculty, staff, students, parents, and the community, since difficult people/situations can come from any of these constituencies. DWDP fosters empathy and positive communication, allowing our employees to turn a negative situation into positive public relations outcomes, enhancing UHH's campus and community image.

7. How did you advertise your event and describe effectiveness of those methods.

The event was broadcast on UHH email. The event reached all employees, however, if this training is conducted in the future we will do a more targeted advertisement, promoting the event to offices with high interaction with students and the public.

8. How many people did you reach directly through your project? 21

9. Were your attendees part of your proposed target audience?

Yes

10. What is different in the units or University because of your project?

enhanced empathy and constructive behavior towards people in difficult situations.

11. Provide a detailed budget describing how you used your professional development funds. Attach a copy of all invoices and/or receipts.

Trainer Fee: Nancy Lombard, 2 sessions @ $200/session: Total $400
Nancy was able to provide the workbooks based on material she already had - No cost
Professional Development Fund Final Report Certification

- Our signatures below indicate that we and those involved in the planning group and project referenced above certify that this Final Report, including all attached documentation is accurate.

- Our project had a direct professional development impact on UH Hilo faculty and/or staff.

- We understand that information regarding any and all parts of our project may be posted on the Chancellor's Professional Development website.

Kalei Rapozo  HE  
Print Recipient Name & Department  
Signature  
Date  

Marcie Y. Sekal  
Vice Chancellor  
Administrative Affairs  

Print Approving Authority Name*  
Signature  
Date  

*The approving authority is the individual with fiscal responsibility over the account to which the Professional Development Funds were allocated to.