



# UTAH ASSOCIATION OF BUILDING OFFICIALS

This course is the Third in a series of five eight-hour customer service training classes offered to satisfy the requirements of

**HB58, Qualified Building Official.**

**Thursday August 28, 2025 – 8:00-5:00**

**Instructor: Tim Schneider**

## **Conflict Resolution, Dealing with Difficult People (8 hours)**

- **Mediation**
- **Navigating difficult conversations**
- **Understanding other perspectives**

Class fee: \$100 per person  
Lunch provided for in-person  
attendees only.

<https://uabo.org/events/>  
Register by August 25<sup>th</sup>

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This training is open to all staff within jurisdictions working in or preparing for any type of leadership role, and for improving customer service.

This training is much more effective in person and is strongly encouraged. For those attending remotely, a virtual link will be provided with your registration confirmation. Contact Layne Western [laynew@wc-3.com](mailto:laynew@wc-3.com) if you encounter problems.

**Taylorsville State Office Bldg.** 4315 S 2700 W, Taylorsville, UT 84129  
Tuachan meeting room, 1<sup>st</sup> floor

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## Class Description: Conflict Resolution, Dealing with Difficult People

Difficult people exist in all aspects of our lives. They can be customers, co-workers, team members, your boss, or even family members. You will never be able to win over all difficult people, but this program provides the tactics and strategies to deal successfully with them.

- Understanding the Root of Difficulty
- Types of Difficult People
- The Four Step Tactic
- Emotional Intelligence

Conflict is a normal and necessary part of work and life. Whenever needs are not met or there is a difference in perspective, a conflict arises. This program will work on the types of conflict, conflict styles, and successfully resolving conflict using a collaborative approach.

- Conflict Types and Causes
- Conflict Styles
- Resolving Conflict



**Tim Schneider** is the founder, president and lead facilitator for **Aegis Learning**.

His mission, in total alignment with **Aegis Learning** is “Committed to Your Success”.

Tim brings passion, heart and 30 years of successful experience to all leadership development projects, customer service initiatives and while building high performance teams. Tim is one of the most sought-after and in-demand speakers, training facilitators and individual development coaches in the United States.

Tim is the author of ***LeadWell-The Ten Competencies of Outstanding Leadership, Beyond Engagement, A Heart for Leadership***, and ***RISE! Creating Unlimited Happiness and Success by Overcoming Our Barriers***. These high impact books are about leading the right way and

creating an organizational culture that is both healthy and successful. His works have been featured in many business and professional development publications and he is one of the most sought after speakers, trainers and coaches in the United States. Stylistically, Tim brings unparalleled commitment and enthusiasm to each engagement and works hard to make sure all participants not only learn but have fun along the way.

Personally, Tim makes his home in Las Vegas, Nevada with Scout the Blue Heeler. He is the father of two grown boys, continues a life-long love affair by playing men’s league baseball and enjoys any outdoor adventure.

### **Additional Links:**

Bio and Team - <https://discoveraegis.com/aegis-learning-team/>

About Aegis Learning - <https://discoveraegis.com/aegis-learning/>