

## HOW TO WORK WITH DIFFICULT PEOPLE

### **SPEAKERS BIOGRAPHY:**

Bev Stenning has been involved in emergency management since 2002 when she started with Emergency Social Services for the City of Victoria (now referred to as VEMA's Evacuee Assistance Team). Since that time, Bev has taken extensive training, allowing her to be of help in both large and small responses. This has enabled her to attend several major responses around BC, such as Firestorm 2003, the flooding in Vanderhoof and the evacuation of Lillooet to Kamloops to name a few. Bev has been on the VIEP Conference Committee in several different capacities since 2004. She is a Justice Institute of BC Instructor and has also been a Canadian Red Cross trainer and feels extremely fortunate to teach all over the province. Currently, Bev is the Director of the Mobile Support Team for Vancouver Island. She also attended a learning inquiry in New Orleans after Katrina to learn how the grassroots organizations sprang up and coped after the hurricane and with the still on-going recovery. Bev also used to work for Victoria Vocational College as a job coach for adults with physical disabilities including brain injuries.

### **SESSION ABSTRACT:**

In this session, Bev Stenning will present some strategies on working with challenging individuals that she has learned over the years through working with many people such as trained volunteers, walk-in volunteers, paid staff and evacuees. She will give examples of challenging personalities and situations that she has faced. The purpose of this session is to provide attendees with suggestions on how to deal with the behaviours so we can get on with the task of assisting the evacuees or rescuing people or making sure the communications teams are relaying information. After all that is what we took our training for!