



## **ADVISE THE ADVISOR SERIES**

**Presented by  
Brian Kitching, Emergency Response Plan Coordinator**

**Tuesday, February 11, 2014  
12:05 – 12:50  
SB146**

*Many of us find ourselves delivering difficult news to students, or may find ourselves in a situation where we are dealing with anxious or angry people. Join us for a session to learn strategies to communicate and manage these conversations and situations.*

In this presentation Brian provides an overview of how to manage with difficult people based on his training and experience. He focuses on prevention and offers proven strategies for safely defusing anxious, hostile, or violent behavior.

Brian Kitching has been the Emergency Response Plan Coordinator at the University of Calgary since September of 2008. In his role at the U of C he coordinates the emergency plans, trains responders & facilitates table top exercises. Prior to coming to the U of C, Brian worked at Camosun College in Victoria for several years as Manager of Campus Safety. Prior to that he had a 24 year career in the RCMP.

To register for this event, please e-mail [ucanteam@ucalgary.ca](mailto:ucanteam@ucalgary.ca) by Friday, February 7, 2014. Space is limited, so be sure to register early!  
Please feel free to bring your lunch.

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