



**Sponsor:** [Computer Resource Team \(CRT\)](#)

**Where:** [Impact Makers](#)  
1707 Summit Avenue, Suite 201  
Richmond, Virginia 23230

**When:** 6:00-8:00 pm, **Wednesday, January 18, 2017**

**Agenda:**

6:00 - 6:30	Meet, Greet & Eat
6:30 - 6:45	Chapter Updates; SponsorSpotlight
6:45 - 7:45	Featured Discussions
7:45 - 8:00	Q&A and Networking

## CENTRAL VIRGINIA IIBA® CHAPTER MEETING

### DEALING WITH DIFFICULT PEOPLE BY MAXIMIZING EMOTIONAL INTELLIGENCE

The Central Virginia Chapter of the IIBA® is honored to host **Rob Snowden**[in](#), Strategic Business Partner at [ASPE Technology](#) for our January 2017 chapter meeting. Rob Snowden, has held a variety of titles – Requirements Consultant, Management Consultant, Senior Business Analyst, JAD Facilitator, Project Manager, Systems Consultant, Instructor and Contractor.

This presentation describes what is meant by Emotional Intelligence, how to develop yours, and apply it to all those difficult people you need to work with. Early in my career, my boss at the time said “Conflict is inevitable.” I thought, man, what a dismal view of work. Yet, he was right. But conflict that is appropriately addressed and handled in a productive way is a good thing. Having strong Emotional Intelligence better equips you to deal with the sniper, bully, freeloader, complainer and other wonderful co-workers.

Since 1995, [Computer Resource Team](#) has been in the business of making connections for IT people. Whether you are looking for the next opportunity or trying to find the right resource for your IT project, our team is ready to go to work for you. **CRT** specializes in temporary contract, contract-to-hire and permanent placement IT staffing services. CRT also offers specialized project development and remote DBA solutions for its growing midsize clients. With offices in Richmond, VA, and Tampa, FL, **CRT** is well positioned to service its clients throughout the Mid-Atlantic and Southern regions. [www.crtinc.com](http://www.crtinc.com)

**Please bring a friend – Share our network!**

Help us spread the word! Please forward or post this invitation or send a link to our website to others who may be interested in the [Central Virginia Chapter](#) of the International Institute of Business Analysis.

Happy New Year  
**2017**

**WEDNESDAY  
NIGHT MEETING**

**CRT**™  
COMPUTER RESOURCE TEAM

**REGISTER AND RSVP  
BY EMAIL OR DIRECTLY  
ON OUR WEBSITE  
BY JANUARY 17**

Check our website to confirm changes if severe weather is expected. Notifications will be posted on our site and on Twitter as soon as possible.

**IIBA® CENTRAL  
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