

HOW TO HANDLE DIFFICULT PERSONALITIES



Tim Croll
CERTIFIED LEGO® SERIOUS
PLAY® FACILITATOR



THE HIDDEN DRAIN

Unresolved personality clashes and miscommunication are actively draining on your bottom line, productivity, and office culture.



EQUIP YOUR LEADERS

Our interactive training equips your middle managers with the emotional intelligence and practical tools to navigate complex internal team dynamics and demanding customer interactions.



MASTERING FOUR ARCHETYPES



Lion

A proven framework to identify and adapt to four distinct personality archetypes.



Otter

Examines the co-mingling techniques, your emotional processing on an ongoing basis.



Beaver

Better than, seavers and overall in remounting and transforming into growth.



Golden Retriever

Golden Lions, Otters, Beavers, and Golden Retrievers—transforming friction into growth.

TRANSFORM YOUR WORKPLACE



Convert transactions to loyalty.



Streamline operational efficiency.



Build a thriving, low-conflict culture that drives measurable revenue.



WHEN: October 28, 2026



LOCATION: Jay's Sporting Goods -
Headwaters Room
1151 S. Otsego Ave., Gaylord MI 49735



TIME: 9 am to Noon



COST: \$100 for Blue Ox Credit Unions /
\$110 for Other Credit Unions



SECURE YOUR SPOT!

RSVP to: Russ Kotila at rkotila@awakonfcu.net
PAYMENT: Make checks payable to Blue Ox Chapter of
Credit Unions and mail to Awakon Federal Credit Union
at 1201 Lears Rd, Petoskey MI 49770.

