

Thriving Among Difficult People

Program Description

You know the difficult people in your life; now find out what motivates them (and you!) as well as strategies for handling difficult behaviors at this upbeat and informative seminar.

Dates/Locations

Friday, March 23, 2018

Norfolk, NE

Holiday Inn Express
920 S. 20th St., Norfolk, NE

Tuesday, March 27, 2018

Salina, KS

Country Inn & Suites
2760 S. 9th St., Salina, KS

Tuesday, May 1, 2018

North Platte, NE

Best Western Plus
3201 S. Jeffers St., North Platte, NE

Thursday, May 3, 2018

Kearney, NE

Hampton Inn
507 W. Talmadge Rd., Kearney, NE

Objectives

1. Identify three or more types of difficult people;
2. List two or more motivators;
3. Identify three or more strategies to deal with difficult behaviors;

4. Identify two or more techniques to enhance your relationship with the difficult patient/client/resident/coworker; and
5. Utilize a strategy for preventing difficult behaviors.

Agenda

7:45 **Registration**

8:00 **Making Sense of Difficult People**

- *What Makes a Person Difficult?
- *Who are Your Difficult People?
- *Hot Buttons: Cause and Effect
- *The 10 Most Difficult People
Tank, Sniper, Know-It-All,
Whiner, Negative, No Response
Super-Agreeable, Indecisive,
Grenade, Think-They-Know-It-All

**What Motivates THEM (and what
Motivates YOU)**

- *Getting it Done
- *Getting it Right
- *Getting Along
- *Getting Appreciated/Get Noticed

Bringing an End to Difficult Behaviors

- *General Techniques

12:00 **Lunch (On Your Own)**

1:00 **Bringing an End to Difficult Behaviors**

- *Specific Strategies for Each Type
- When Your Patient/Resident/Client is Difficult**

- *Just Give Me the Chocolate
- *Deskerercises
- *What Antidepressants and Gardening
Have in Common
- *The Good 'Ole TV Days

Preventing Difficult Behaviors

- *What's Your Role?
- *Simplifying the Process
- *When to Get Help

3:30 **Adjourn**

Speaker

Dorothy Yeager, M.S., is a professional speaker, facilitator, grant writer/reviewer, author, wife, and mother. She has a Master's Degree in Adult Education and is certified in Family and Consumer Sciences by the American Association of Family and Consumer Sciences. Dorothy blends her knowledge with the arts (music, poetry, and short stories) to not only educate but to inspire her audiences.

Dorothy has presented more than 600 seminars to health professionals that include: *Moving Beyond Difficult People*, *Survival Skills for the Health Professional*, and *The Gifts of Humor & Touch*. Dorothy, described as the *caregiver's caregiver*, has presented at many state and national conferences including the Kansas City University of Medicine and Biosciences Homecoming CME Conference. Her warm and compassionate style makes her a favorite with audiences throughout the United States.

Contact Hours

7.4-RN, LPN
6.0-Social Work
6.0-Mental Health Practice
6.0-Adult Care Home Administration

Continuing Education Credit

Dorothy & Associates, Inc. is approved as a provider of continuing nursing education by the Kansas State Board of Nursing. This course offering is approved for 7.4 contact hours applicable for RN and LPN relicensure. KSBN Provider Number: SP1417-0219

The Nebraska Board of Nursing accepts this program for 7.4 peer reviewed contact hours.

This program meets the Nebraska criteria for an approved continuing education program for 6.0 hours in mental health practice and social work. SP17-012

This seminar has been submitted to the Kansas Department of Health and Environment for 6.0 hours of credit for Adult Care Home Administrators.

This seminar has been approved for 6.0 hours of continuing education credit for social workers by the Kansas Behavioral Sciences Regulatory Board. SP17-012

Refund Policy

You may cancel your registration up to 72 hours before the start of the seminar. Your registration fee will be refunded less a \$15.00 processing fee. Substitutions are welcome at any time. Seminars cancelled due to "acts of God" will be rescheduled and refunds will not be issued. Under no circumstances shall Dorothy & Associates, Inc. be liable for a refund to an attendee for any sum in excess of registration actually paid.

Tuition

\$99.00 (Includes seminar, handouts, and coffee)
(Returned check fee of \$30.00)

Tax Deduction

All expenses of Continuing Education (including registration fees, travel, meals, and lodging) taken to maintain and improve professional skills may be tax deductible according to Treasury Regulation 1.162.5 Coughlin vs. Commissioner, 203 F2d 307. See your tax accountant for details.

Comments From Former Participants

“I really thoroughly enjoyed this experience. Given the field we work in & the various kinds of individuals worked with, it is very useful to have a skillset such as this in my problem solving bag. Thanks!”

Nicole V. Hillis, CNA/MA, Oshkosh, NE

“...I really enjoy these seminars—they’re fun, funny, and quite informative. This was a refresher for me and I loved it as much as the first time...”

Robert Holmes, LPN, Oshkosh, NE

“I always enjoy your presentations, Dorothy. I can count on learning something fresh and new.”

Shelli Shepherd, LPN, Scottsbluff, NE

“You are a great speaker and kept my attention the whole time. I feel like I am ready to go back to work and deal with people who are difficult. I also feel like I will try not to be so difficult myself as I see myself in a lot of these subjects.”

Jamie Neiger, LPN

“I am a new manager and thirsty for knowledge on dealing with all types of people. Thank you so much for your insight and expertise. It will be invaluable in my learning.”

Jennifer Johnson, RN, Alliance, NE

“This was a fun day with a lot of information to use at my job.”

Jody Belgum, Scottsbluff, NE

“Always appreciate your informative approach in the human relations field.”

Crystal Leach, MSW, Lewellen, NE

“Very helpful techniques to utilize in today’s workplace.”

Nancy Solberg, Alliance, NE

“This workshop provided me with ideas/ways to diffuse situations that are volatile. Work is stressful enough. Now I am also comfortable with standing my ground.”

Krystal Kaup, LPN, Bassett, NE

“...Very useful tips and I can see maybe a light at the end of the tunnel.”

Lori Morrow, RN, Newport, NE

“Really enjoyed your workshop. The day went very fast. All information will be very helpful on a daily basis for me. I work as a medical social worker in a hospital and deal with a wide variety of situations.”

Rebecca Eckhardt

Pre-Registration Form
Pre-Register By:

1. Completing this form and mailing to Dorothy & Associates, Inc., PO Box A, Cottonwood Falls, KS 66845;
2. Faxing purchase order information to 1-620-273-8486; or
3. Registering and paying online at www.DorothyAndAssociates.com.

Date/Location of Seminar You Will Be Attending: _____

Name: _____

Occupation: _____

License Number: _____

Address: _____

City/State/Zip: _____

Daytime Phone: _____

Evening Phone: _____

Payment Information:

_____ Check enclosed for \$99.00 payable to Dorothy & Associates, Inc.

_____ Purchase order attached: # _____

Registration is confirmed unless otherwise notified. Advance registration is required, including payment.

Enrollment is limited. *Thank You and See **You** Soon!*

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