

DEALING WITH DIFFICULT PEOPLE

Clint Maun, CSP

Have you ever worked with one of “those” people that made you want to:

- a) Avoid them?
- b) Shout at them?
- c) Terminate them?
- d) Divorce them?
- e) Give them up for adoption?
- f) Complete successful physical damage?

If the answer is “yes” to any of these questions you need to try another alternative. That alternative is to learn how to deal with them. As hard as that may seem, it is possible.

This 1-hour session focuses on how to deal with the multitude of potentially difficult situations in day-to-day relationships of a health care organization. Today’s health care organizations experience many diverse and somewhat complicated human interactions. The participants in this session will learn specific techniques to demonstrate appropriate implementation for handling “tough” situations.

At the completion of this session the participants will be able to:

1. Develop an understanding of how to deal with different communication approaches.
2. Implement the concept of “customer” in their daily interactions.
3. Develop appropriate communication skills to ensure the implementation of 50/50 relationships.
4. Implement techniques for improved intershift, interdepartmental and interpersonal relationships.
5. Deliver positive and negative feedback so it is truly useful.
6. Develop techniques for handling supervisory-employee situations, including how to prepare a workable action plan on “their” difficult individual.
7. Understand the relationship between the “pleasaholic” and the “BMG”.
8. Develop the ability to implement a 5-step customer satisfaction process in dealing with difficult customer situations.

This session is designed to prepare the participants with appropriate “how-to” information to develop assertive conflict management skills that can produce a successful interaction for the organization and, at the same time, for the individuals involved. This session will utilize case study, humor, lecture, group discussion and individual action planning.



First Session in the IHN/PDN Distance Learning Series*:

Dealing with Difficult People

Available starting January 1, 2009

Speaker

Clint Maun, Maun-Lemke and IHN President and Founder, Omaha, NE

Clint Maun is recognized for his innovative leadership in healthcare consulting, speaking and research. He has over 38 years experience in healthcare management, leadership, quality enhancement and self-development programs. Clint's visions, ideas, techniques and concepts are currently at work in thousands of small and multi-facility organizations nationwide.

CEUs

One (1) CEU is available for administrators, RNs, LPNs, social workers, certified aging services professionals, activity, dining services and accounting staff. One CEU is available per registration.

Fee

\$39

Registration

Register online at www.IHNUniversity.com. Questions? Call (800) 356-2233 or call the Alliance office at 503.684.3788.

*Internet Healthcare Network (IHN; Maun-Lemke) and the Professional Development Network (PDN), comprised of education directors from the state affiliates of AAHSA, have created a new way to learn via the Internet. Anticipate CEU and non-CEU courses on vital topics for aging services providers presented by nationally recognized speakers. Easy to use Website; high level information and courses for all staff and management needs; proven course authors and healthcare experts. Check our Website often at www.IHNUniversity.com for related details.