

**Thriving Among Difficult People**  
**Sponsored by Dorothy & Associates**  
**2190 Morningside Drive, Emporia, KS 66801**  
**1-888-836-7684 or**  
**1-620-341-9878**

**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.

**Objectives**

Upon completion of the seminar, you will be able to:

1. Identify three or more types of difficult people;
2. Identify 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/resident/co-worker; and
5. Apply the action planning process to prevent 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

*Intimidator, 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

**Bringing an End to Difficult Behaviors**

\*General Techniques

\*Specific Strategies for Each Type

12:00 Lunch (On Your Own)

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

\*Specific Strategies for Each Type

\*The Four Agreements

**When Your Patient/Co-Worker is Difficult**

Just Give Me the Chocolate, Deskercises, 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

3:40 Adjourn

(Breaks Given Throughout the Day)

**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 450 seminars to health professionals that include: *Health Professionals Have Feelings, Too!*, *Soft is the Heart...*, 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-RN, LPN (Kansas)

6-RN, LPN (Nebraska)

6-Social Work

6-Mental Health Practice

6-Adult Care Administration/Nursing Home Administration

**Continuing Education Credit**

“This continuing education activity was approved by the Nebraska Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation,” NNA Code #C08.30, Contact Hours Approved: 6.0

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

The program is approved for 6.0 Nebraska Nursing Home Administration continuing education hours.

“This activity has been designed to meet the Minnesota Board of Nursing continuing education requirements. The activity has been approved by the Kansas State Board of Nursing. However,

the nurse is responsible for determining whether this activity meets the requirements for acceptable continuing education.

“Dorothy & Associates”, as an approved single program provider of continuing education by the Kansas State Board of Nursing, offers this program for seven hours credit applicable for relicensure. Provider Number: SP1051-1009

The Minnesota Board of Examiners for Nursing Home Administrators has approved this program for six clock hours for nursing home administrators.

This seminar has been approved for six hours of credit for Adult Care Home Administrators by the Kansas Department of Health and Environment.

This seminar has been approved for six hours of continuing education credit for social workers by the Kansas Behavioral Sciences Regulatory Board. Approval Number: SP07-015.

This seminar has been approved for six hours of continuing education credit for social workers by the Alabama State Board of Social Work Examiners.

### **Tuition**

\$89.00 (Includes seminar, handouts, and refreshments)  
(Returned check fee of \$30.00)

### **Refund Policy**

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

### **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.

### **Pre-Registration Form (Print this form and pre-register in one of the three ways listed.)**

#### **Pre-Register in One of Three Ways**

1. Call 1-888-836-7684 or 1-620-341-9878 between 9:00 a.m. and 6:00 p.m. Monday through Friday and pay with your Visa or MasterCard;

2. Complete the following information and mail to Dorothy & Associates, 2190 Morningside Drive, Emporia, KS 66801;
3. Complete this form (including credit card or purchase order information) and fax to 1-620-341-9878.

Date of Seminar You Will Be Attending: \_\_\_\_\_

Location of Seminar You Will Be Attending: \_\_\_\_\_

Name: \_\_\_\_\_

Occupation: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Payment Information:

\_\_\_\_\_ Check enclosed for \$89.00 payable to Dorothy & Associates

\_\_\_\_\_ Purchase order attached: # \_\_\_\_\_

\_\_\_\_\_ Credit/Debit to: \_\_\_\_\_ Visa or \_\_\_\_\_ MasterCard

Credit/Debit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Credit Card Billing Address if Different From Address Above:

\_\_\_\_\_

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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### What Former Participants are Saying About This Seminar

“Everything presented was relevant, helpful and provided ‘hands on’ tools to take back into the workplace. Presentation was excellent, presenter knowledgeable and at ease with content. I didn’t nod off once!” Mary Averill, Vassar, KS

Great seminar-Dorothy! I appreciated your presentation, keeping on track and all of the useful information. THANK you for the packet of handouts.” Sherry Brown, RN, Marysville

“Excellent! et able to use in professional and personal life with people. Very Professional and a Great Learning Experience! One of the Best Seminars I’ve attended! Kept you interested and wanting more!” Mary Kline, RN, DON, Frontenac, KS

“Your delivery was excellent. Because of your own strong people skills, it was easy to believe/accept the concepts presented. I look forward to enrolling in another one of your seminars.” Sarah Lehman, RN, Pittsburg, KS

“New interesting material. Have had previous supervisor training for current job. This material/coping strategies will help, already figured out some of the difficult behaviors and ideas how I will use material presented from this workshop.” Pittsburg, KS Seminar Participant

“This was great! Now I know why I have always felt like an alien. A people oriented person surrounded by Task oriented get it doners! Thank you for helping me understand this better. That was my ‘Aha! moment’ Today.” Overland Park, KS Participant