



THE ADVOCATE OF NOT-FOR-PROFIT
SERVICES FOR OLDER OHIOANS

First Session of the IHN/PDN Distance Learning Offerings* :

Dealing with Difficult People

Available starting January 1, 2009

Route to: _Administrator; _Nursing; _HR; _Dining Services; _Activities; _Social Services; _Maint/Environ; _Accounting

Have you ever worked with one of “those” people that made you want to: avoid them? Shout at them? Terminate them? If the answer is “yes” to any of these questions, you need to try another alternative- how to *deal* with them. As hard as that may seem, it is possible. Learn how to deal with the multitude of potentially difficult situations in day-to-day relationships. Today’s aging services organizations experience many diverse and somewhat complicated human interactions. Learn specific techniques to demonstrate appropriate implementation for handling “tough” situations.

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 one administrator, RN, LPN, social worker or accountant per registration. Activity, dining services, human resources, maintenance and environmental services professionals are eligible for comparable credit.

Fee

\$39

Registration

Register online at www.IHNUniversity.com. Questions? Call Maun-Lemke at (800) 356-2233 or write AOPHA at info@aopha.org or call us at (614) 444-2882.

*Internet Healthcare Network (IHN; Maun-Lemke) and the Professional Development Network (PDN), comprised of education directors from the state affiliates of AAHSA including AOPHA, 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 the Website often at www.IHNUniversity.com for related details.