

**The Foundation for Long Term Care (FLTC)**  
*education affiliate of the*  
**New York Association of Homes and Services for the Aging (NYAHSa)**  
presents

## **Dealing with Difficult People**

speaker

**Clint Maun**

***Maun-Lemke & IHN President and Founder, Omaha, NE***

**This session is available via the Internet starting January 1, 2009 and is the First Session of the IHN/PDN Distance Learning Offerings\***

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.

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.

**Suggested Audience: Administrators; Nursing; HR; Dining Services; Activities; Social Services; Maint/Environ; Accounting**

### **Accreditation**

The Foundation for Long Term Care, the educational affiliate of NYAHSa, is a certified sponsor of professional continuing education with the National Association of Boards of Examiners of Long Term Care Administrators (NAB), and has submitted this program for approval for **one (1)** clock hour listed under their sponsor agreement with NAB/NCERS. State licensure boards, however, have final authority on the acceptance of individual courses.

It has been assigned NAB approval number 112009-29548-1-SS

### **Registration Information**

**Registration Fee \$39 per person.** Register online at [www.IHNUniversity.com](http://www.IHNUniversity.com).

(You will need to log onto the secure system by clicking on **“Click here to log-in to the system.”**)

Questions? Call Maun-Lemke at (800) 356-2233 or Cindy Wayman at NYAHSa (518)449-2707 ext. 115.

### **About the 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.

\*Internet Healthcare Network (IHN; Maun-Lemke) and the Professional Development Network (PDN), comprised of education directors from the state affiliates of AAHSA including NYAHSa, 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](http://www.IHNUniversity.com) for related details