



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

***Dealing with Difficult People***  
**Available starting January 1, 2009**

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 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](http://www.IHNUniversity.com). Questions? Call (800) 356-2233 or email Belinda Gray at [belinda@okahsa.org](mailto:belinda@okahsa.org) or call (405)823-0331.

\*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](http://www.IHNUniversity.com) for related details.