

Association of California Nurse Leaders Presents:

Webinar Series

Managing Difficult People

Part 1 *Making the Right Communication Choices:
Awareness of Self and Others*

Presented Wednesday, June 18, 2008

Recording Available

Part 2 *Having the Tough Conversations*

Presented Wednesday, July 16, 2008

Recording Available

Part 3 *Improving Performance*

Presented Wednesday, August 13, 2008

Recording Available

Handouts and resources will also be included with the webinars

Faculty Kay Evans, MAOL, RN

Kay is an organizational development consultant who specializes in team development, conflict resolution and coaching leaders to improve their communications and leadership skills. Many of the leaders she has coached have seen marked improvement in their employee and patient satisfaction scores. Kay also works with physicians on individual and group levels.

To Register Contact ACNL at 916-779-6949; complete the registration form on page 2 and return to ACNL; or register through the ACNL website at www.acnl.org

Fees *ACNL Members:* \$49 per webinar \$135 for the entire series
Nonmembers: \$69 per webinar \$195 for the entire series

Provider approved by the California Board of Registered Nursing for 1 contact hour per session. Contact hours for this continuing education activity have been submitted to the Arizona Nurses' Association as accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

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REGISTER ME FOR:

Managing Difficult People Webinar Series

- Part 1 - Making the Right Communications Choices: Awareness of Self and Others
Recording of June 18, 2008 presentation
- Part 2 - Having the Tough Conversations
Recording of July 16, 2008 presentation
- Part 3 - Improving Performance
Recording of August 13, 2008 presentation
- Entire Series
Recording of June 18; July 16 and August 13, 2008 presentations.

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