

# Registration Form

*Who Ruffles Your Feathers?  
Dealing with Difficult People*

July 13th, 2021, 1pm-4:15pm

Registration deadline: July 10th

**Fee is \$40 for CEUs/\$20 without CEUs.**

Call or email Kelsey Haus by July 10th to confirm registration.

*Please circle either the \$40 or \$20 above to indicate if you want CEU or not.*

## Please Print

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_  
\_\_\_\_\_

Agency \_\_\_\_\_

Profession (LSW, LISW, RN, etc.) \_\_\_\_\_

**License No.** \_\_\_\_\_

**REQUIRED for Social Workers**

Payment must accompany your registration.

**Make check payable to & mail to:**

Area Agency on Aging, PSA 2

**Attn: Fiscal Department/CEU Training**

40 W. Second Street, Suite 400

Dayton, OH 45402

**NOTE: \$20 fee for returned checks**

For additional information, call (937) 341-3020.

info4seniors.org

Resources on Aging

937-223-HELP



Area Agency on Aging, PSA 2  
40 W. 2nd St., Suite 400  
Dayton, OH 45402  
(937) 341-3000



Area Agency on Aging, PSA 2  
Continuing Education Workshop

## Who Ruffles Your Feathers? Dealing with



**July 13th, 2021  
1pm-4:15pm  
3.0 CEUs**

Sign-in required between  
12:30pm and 1:00pm.

Virtual workshop  
via Zoom

## PURPOSE

Do you ever wonder if a co-worker or your spouse is from another planet? How irritated do you get when a client shows up 30 minutes late for an appointment one more time? Do you get frustrated when a task you find so difficult is easy for a co-worker or family member?

The knowledge we have about the brain and its natural tendency toward having a "dominance" suggests that by understanding these intricacies, we each can assume a new perspective on the work we do, the people we serve, and the elements that create stress in our lives. Gaining this understanding can help improve our acceptance of work and colleagues that in turn makes for less-stressful and more enjoyable days.



## QUESTIONS

Questions can be directed to **Kelsey Haus** at [khaus@info4seniors.org](mailto:khaus@info4seniors.org) or **937-341-3020**.

## PRESENTER

### **Marcella Balin, RN, BSN**

Marcella earned her Bachelor's of Science degree in Nursing from Wright State University and began her career in Brooklyn, NY, before moving to an educational role. She shares 41 years of experience as an independent nurse entrepreneur and lecturer in human and organizational development. Marcella devotes her career to communicating acquired knowledge and lessons to help professionals succeed in their roles.



**Area Agency on Aging**

## CONTINUING EDUCATION

- 3.0 clock hours for social workers, #RSX089101
- The Ohio Board of Nursing accepts events approved for counselors and social workers for continuing nursing education.

**● All registrants who require CEUs are required to sign-in. Late arrival or leaving**

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**This workshop takes place on Zoom. A link and any handouts will be emailed the day before the workshop. Attendance is required for CEU credit.**

## OBJECTIVES

Participants will be able to:

- Identify basic characteristics described in the four-quadrant brain model.
- Discuss this relationship to one's own and others' ability to accomplish certain tasks.
- Relate different thinking patterns to incidents of personal and/or professional frustrations.
- Correlate various quadrant characteristics with the creative problem solving process.

## CANCELLATION

Cancellation for refund must be received *no later than July 10th*.

## FUTURE WORKSHOPS

Visit our website for information on future training opportunities. You may also register to receive email notification when new brochures are posted.

**[www.info4seniors.org](http://www.info4seniors.org)**

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Funded, in part, by a Title III grant from the Ohio Department of Aging. The Area Agency on Aging, PSA 2 is non-discriminatory in services and employment.