

COAAA Professional Education

October 18, 2017

9:00AM - 3:15PM Registration begins at 8:30AM



Understanding Human Behavior You can become a more effective supervisor or a more effective employee if you understand that all people are different and people's attitudes and behavior in identical situations vary. This workshop will provide an opportunity for participants to learn to observe, assess, understand and utilize these differences in people to help your interactions become more productive. The program focuses on understanding and utilizing the many and varied differences of individuals and how people's apparently random behavior is actually consistent and predictable with the world as they observe it.

Speaker

Ruth McMonagle MBA, MSW, LISW-S has been an independent trainer and consultant for over 30 years, specializing in management / supervisory training and increasing personal effectiveness. She is a lecturer, workshop facilitator, consultant and counselor. She holds a Master's Degree in Social Work and Business Administration. Ruth is a member of American Society for Training and Development. She is a licensed independent social worker in the State of Ohio.

Objectives

At the conclusion of this workshop, participants will be able to:

- Identify their personal work, communication and behavior "style" and their strengths as well as areas for ongoing development
- Recognize the value of "different styles" and know techniques for improving communication, valuing differences and reducing annoyances and their resulting conflict
- Discuss the role family background, diversity and culture play in understanding behavior of self and others
- Identify the components of trust and the power of relationship building with employees and with clients
- Recognize the factors that distort perception and/or contribute to stereotyping
- Define extrinsic and intrinsic motivation and apply intrinsic motivation to the work setting

Hours

5.0 Social Work Clock Hours (#RSX059002) 5.0 BELTSS (Application has been made)
5.0 Counselor Clock Hours (#RCX109207)



The Ohio Board of Nursing accepts events approved for Counselors & Social Workers for Continuing Nurse Education Contact Hours.

Central Ohio Area Agency on Aging

3776 S. High St., Columbus, OH 43207

614-645-7250 1-800-589-7277 www.coaaa.org coaaa@coaaa.org

Your Aging and Disability Resource Network

COAAA Professional Education October 18, 2017

9:00AM - 3:15PM
Registration begins at 8:30AM
Doors to Education Center Open at 8:30AM

Fee \$75.00

The workshop fee includes coffee, tea, and handouts. Lunch is not included.

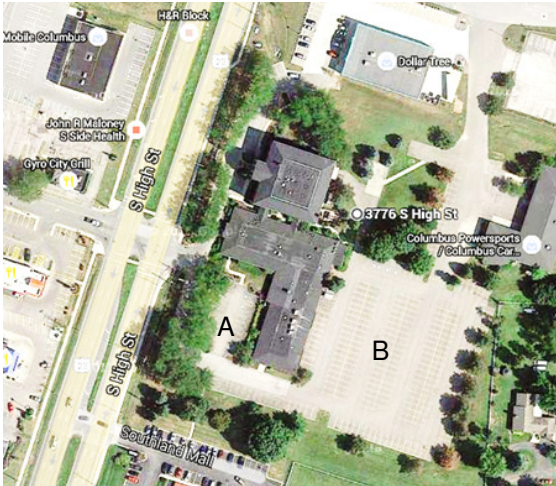
LATE REGISTRATION: \$85.00 (after 10/11/17)

A **REFUND** will be made **ONLY for cancellations received 5 work days prior to the event.** If less than 5 days, a credit can be issued for use at another program within the next year. If notice of cancellation is not received before the date of the program, no credit can be issued. Any checks returned will be subject to a \$15 bad check fee by the City of Columbus.

Please Note

Room temperatures can be difficult to control; dressing in layers adaptable to warm and cool temperatures is recommended. This training will be held at COAAA, 3776 S. High St., Columbus, OH 43207. The entrance to the training facility is in the low rise building to the far right when you enter the grounds. Parking is free, and light refreshments are available.

Directions



COAAA is located at 3776 S. High St., Columbus, OH 43207. When you arrive, please park in front of the low rise building to the far right when you enter the grounds (Parking Lot A). If this lot is full, please park in the back of the building in the larger lot (Parking Lot B) and then return to the Education Center entrance.

Directions from 315 S/71 S: Continue onto 71 S. Take I-71 S to 270 E. Take exit 52 from I-270 E, and merge onto US-23 N/S High St. The facility will be on your right.

Directions from 270 E: Take exit 52, and merge onto US-23 N/S High St. The facility will be on your right.

Directions from 270 W: Take exit 52A, and merge onto US-23 N/S High St. The facility will be on your right.

Please Note: US-23 and S. High St. run concurrently.

Registration Form

Deadline Oct 11

Understanding Human Behavior

Name: _____

Phone: (____) _____

Agency: _____

Email: _____

Address: _____

City/St/Zip: _____

Special Accommodations needed due to disability: _____

Registration Fee: \$75.00 (lunch is not included)

Late Registration Fee: \$85.00 (after 10/11/17)

Purchase Order Attached: # _____

\$ _____ Federal ID# _____

Make checks payable to **City of Columbus**, & mail with registration form to:

COAAA Training & Education
3776 S. High St., Columbus, OH 43207

If using a purchase order, please attach a copy to the completed registration form. Questions? Call (614) 645-7250 or 1-800-589-7277; fax (614) 645-6146. COAAA will not accept registrations over the phone or fax without a purchase order number.