

Webinar
Via
Zoom!

COAAA Professional Education

November 9, 2021

9:00AM - 12:15PM



My Job Would Be So Easy If I Didn't Have to Deal With People: How to Be Less Reactive to Challenging People

We all deal with people who push our buttons with behaviors such as entitlement, arrogance, bossiness, and rumination. At work, we are expected to handle these and other challenges in a professional way. Understanding why we react the way we do is key to feeling and being more in control of our responses. In a low pressure, supportive environment, attendee volunteers will get the opportunity to role play as the "button-pushers," and other attendee volunteers will be on the receiving end of the dialogue.

Speaker

Psychotherapist, professional organizer, speaker and author **Karen Kruzan, LISW-S, CPO-CD** embodies the K2 Organizing tagline "No Judgment. Just Relief." Adults facing organizing and clutter challenges find her gentle and practical methods comforting and productive. Karen uses her training and experiences in both the behavioral health and organizing fields to help people overcome barriers to having the lives they envision. In addition to holding the LISW-S and CPO-CD credentials, Karen is a certified hoarding and chronic disorganization specialist and a certified tele behavioral health practitioner. She is a member of the National Association of Social Workers (NASW), Anxiety and Depression Association of America (ADAA), a member of the National Association of Professional Organizers (NAPO), a subscriber with the Institute for Challenging Disorganization (ICD), and twice was the featured organizer on TLC's Hoarding: Buried Alive!

Objectives

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

- Identify which behaviors bother us the most
- Increase understanding of the goals of the button-pushers
- Understand what is going on within us when we get our buttons pushed or triggered
- Learn practical strategies to reduce our reactions and respond professionally to others

Hours

3.0 Social Work Clock Hours (#RSX059002) 3.0 BELTSS (38781-SS-21)
3.0 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
November 9, 2021
9:00AM - 12:15PM**

Zoom webinar link will be emailed the day before the training to the email address with which you registered.

Fee \$60.00 The workshop fee includes handouts.

LATE REGISTRATION: \$70.00 (after 11/2/21)

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.

We cannot accept credit cards at this time, please mail payment with registration or drop off during business hours.

**Please
Note**

Zoom link for webinar will be sent the day before the workshop to the email used to register, along with handouts and evaluation forms. Continuing Education Certificates are issued once evaluation forms are completed and returned to ldobb@coaaa.org.

Registration Form

Deadline November 2

My Job Would Be So Easy if I Didn't Have to Deal with People!

Please print legibly

Name: _____

Agency: _____

Address: _____

Special Accommodations needed due to disability: _____

Phone: (____) _____

Email: _____

Licensure: Social Worker Nurse NHA (License # _____) Other _____

Registration Fee: \$60.00

Late Registration Fee: \$70.00 (11/2/21)

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) 645-3885. COAAA will not accept registrations over the phone or fax without a purchase order number.