EASTERN AHEC Area Health Education Center

Dealing with Difficult People

Wayne Memorial Hospital
December 12, 2017
9:00 AM – 12:00 PM

Sharon Justice, SPHR, MBA
East Carolina University

Program Number: 53081

Who Should Attend: Registered Nurses, Pharmacists, and all other health care staff who are managers, supervisors or interested in leadership

Description: Participants of this program will be able to uncover strategies to effectively communicate. They will have the knowledge to decrease frustration commonly caused by miscommunication and misunderstanding and enhance working relationships through proven methods.

Objectives:

- Recognize components of and barriers to effective communication
- Manage difficult conversations
- Practice developing and using "I" statements when communicating
- Describe skills in effective and active listening
- Identify conflict styles
- Develop strategies to identify and diffuse resistance

Fee: No fee required for this activity

Wayne Memorial Hospital Employees: Follow the usual process for signing up to attend an educational offering at your institution.

Accommodations: Individuals requesting accommodations under the American Disabilities Act (ADA) should contact the Nursing and Allied Health Education Department at Eastern AHEC (252) 744-3087.

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Credit:

Nurses
2.8 CNE contact hours
Eastern AHEC Department of Nursing and Allied Health Education is an approved provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Other Professionals
2.8 Eastern AHEC Contact Hours

Pharmacists
This program, ACPE# 0046-9999-17-241-L04-P will provide **2.8 contact hours** of continuing pharmacy education credit for full-program participation. To receive CE credit, attendance must be acknowledged at the registration desk upon arrival at the program. Participants must attend the entire session to receive CE credit. Statements of credit can be viewed and printed from CPE Monitor.

The University Of North Carolina Eshelman School Of Pharmacy is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.
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You can access your CPE Monitor Account through the NABP website link: http://www.nabp.net/programs/cpe-monitor/cpe-monitor-service/ *or contact NABP Customer Service at (847) 391-4406.*

Participants must attend the entire program in order to earn contact hour credit. Verification of participation will be noted by check-in at the start of the program and initial-out at the conclusion of the program.

Certificates of completion will be awarded after the participant completes an online evaluation sent to their email.

For more program offerings from EAHEC, Visit: www.easternahec.net
Provided by Eastern AHEC Department of Nursing and Allied Health Education

Want to access your North Carolina AHEC CE Record? Visit my.ncahec.net for more information!