

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](http://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.

# REGISTRATION FORM

Name: Last: \_\_\_\_\_ First: \_\_\_\_\_

Title: \_\_\_\_\_ Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Fax Number: \_\_\_\_\_

E-Mail: \_\_\_\_\_ RN License Number for CEUs \_\_\_\_\_

## 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.

## REGISTRATION FEES:

## AMOUNT

### ACNL Members:

\$49 per webinar \$ \_\_\_\_\_  
\$135 for the entire series \$ \_\_\_\_\_

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\$195 for the entire series \$ \_\_\_\_\_

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**For more information, call ACNL at: (916) 779-6949**