



Introducing our first online training session:  
*Dealing with Difficult People* by Clint Maun  
IHN/PDN Distance Learning Series

WAHSA is proud to announce, for the very first time, our new educational offering for 2009, IHN/PDN (Internet Healthcare Network/Professional Development Network) Distance Learning Series.

- In collaboration with AAHSA, Maun-Lemke, LLC (IHNUniversity.com), Digi Systems and many quality health care speakers, we've developed the IHN/PDN Distance Learning Series.
- These are high quality, affordable health care courses and training via the internet.
- All internet sessions offered through IHNUniversity.com will be archived and available throughout the year.
- It's a quick and inexpensive way to obtain CEU credits when it's convenient for you; either within your organization or in the comfort of your own home.
- A course description, fee information, and CEU details will be available online at IHNUniversity.com, as soon as additional sessions become available.
- Once you've completed the course, you should receive your CEU certificate in the mail within two months.
- Register online at [www.IHNUniversity.com](http://www.IHNUniversity.com). Any questions? E-mail: [info@wahsa.org](mailto:info@wahsa.org) or call 608.255.7060

WAHSA anticipates this new educational forum will help members acquire CEU credits. If you are unable to attend a conference, or if you miscalculated and you are short on your credits, this program will allow you to complete the necessary course to complete the requirements.

WAHSA—204 South Hamilton Street  
Madison, WI 53703  
608.255.7060  
E-mail: [www.info@wahsa.org](mailto:www.info@wahsa.org)  
Web: [www.wahsa.org](http://www.wahsa.org)

Have you ever worked with one of “those” people that made you want to:

1. Avoid them?
2. Shout at them?
3. Terminate them?

If you answered “yes” to any of the questions you need to try another alternative. That alternative is to learn how to deal with them. As hard as that may seem, it is possible.

At the completion of this session the participant will be able to:

1. Develop an understanding of how to deal with different communication approaches.
2. Develop appropriate communication skills to ensure the implementation of 50/50 relationships.
3. Deliver positive and negative feedback so it is truly useful.
4. Develop the ability to implement a 5-step customer satisfaction process in dealing with difficult customer situations.

Our first presenter, Clint Maun, IHN President and Founder, has 38 years experience in health-care management, leadership, quality enhancement and self-development programs. Clint's visions, ideas, techniques and concepts are currently at work in thousands of organizations worldwide. He will be presenting the first session, *Dealing with Difficult People* — a topic that focuses on how to deal with the multitude of potentially difficult situations in day-to-day relationships of a health care organization. Today's health care organizations experience many diverse and somewhat complicated human interactions. The participants of the session will learn specific techniques to demonstrate appropriate implementation for handling “tough” situations.

- ◆ Registration for this session, *Dealing with Difficult People*, **begins** December 15, 2008 and the class will start at your convenience anytime **after** January 1, 2009. WAHSA has requested that this session be approved for one (1) hour of continuing education per \$39 fee. Go to [www.IHNUniversity.com](http://www.IHNUniversity.com).