



1-Hour CEU Available

Manage Your Reaction!

“How to Deal with Angry People in a Healthcare Setting”

Why do patients and care providers get angry and how can we control the reactions that may lead to the situation escalating out of control? Learn how to become more skilled at conflict resolution by managing your reactions to any situation

**Speaker: Teri Dreher, RN, CCRN, iRNPA
Owner/CEO, NShore Patient Advocates**

TUESDAY, JULY 25, 2017
5:30pm - 6:00pm - Registration & Dinner
6:00pm - 7:00pm - CEU Presentation

Bethany Retirement Community
4950 N Ashland Ave.
Chicago, IL 60640
(FREE parking lot 1 block west)

**Advance registration is required. Please RSVP to Elderwerks at:
Events@Elderwerks.com or call 847-462-0885**

This program awards 1.0 clock hour of Continuing Education to Illinois Social Workers, Professional Counselors, Nurses and Nursing Home Administrators. There is a \$5.00 fee payable to Elderwerks Educational Services, a 501(c)(3) nonprofit corporation, for professionals requiring a CEU (free otherwise). Payments are non-refundable and tax-deductible in accordance with Illinois law (tax ID#46-0916476). Please send payment to Elderwerks Educational Services, PO Box 92, Cary, IL 60013. To pay by credit card, an invoice will be emailed through PayPal after registration.

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