

## Professional Development for Nurse and Physician Educators

### Skills in Positive Influence and Negotiation

#### Session Topics

##### **Positive Influence Strategies: Getting Through to Others**

- Understanding power and influence
- Rights and responsibilities in influence situations
- Elements of persuasive communication
- Techniques to build positive interaction patterns
- Influence strategies
- Relating influence style and strategies to power base and interpersonal style
- Application exercises: practicing influence strategies

##### **Building Skills and Confidence in Negotiating**

- The negotiation process: definitions and phases
- Looking at your negotiation experience
- Analyzing the negotiation situation
- Negotiation styles and strategies
- Applying positive negotiation strategies
- Handling challenging negotiations

**Date:** May 27, 2010

**Time:** 12:30-4:00 PM

**Fee:** \$95 per person

**Location:** Penn State Corporate Learning Center, 100 Brodhead Road, Suite 120, Bethlehem, 18017  
OR... On-site at your location

**Registration:** Call 610-285-5034 or email [pnd100@psu.edu](mailto:pnd100@psu.edu)

**Please Note:** Other dates/times can be scheduled to fit your needs.  
Please call Pam Klass at 610-285-5034 to discuss your options.

## Professional Development for Nurse and Physician Educators

### Managing Challenging Situations and Behaviors in the Workplace

#### Session Topics

- How we respond to challenging situations: giving in to “button pushers”
- A principled approach to handling challenging situations
- Understanding what you can and cannot change
- “Difficult People”
- What constitutes difficult behavior in others?
  - Classic types of “difficult people”
  - Techniques for avoiding defensiveness or emotional overreaction
  - Techniques for dealing with difficult behaviors
  - Dealing with special challenges: difficult customers and managers
- Managing Difficult Conversations
  - Presenting “negative” and other sensitive information
  - Handling difficult conversations non-defensively and tactfully
  - Reducing Some of the “Challenges”– Communicating with Respect
- The relationship between quality of interactions and the quality of work life
- Developing action ideas for handling your own challenging situations

**Date:** June 24, 2010

**Time:** 12:30-4:00 PM

**Fee:** \$95 per person

**Location:** Penn State Corporate Learning Center, 100 Brodhead Road, Suite 120, Bethlehem, 18017  
OR... On-site at your location

**Registration:** Call 610-285-5034 or email [pnd100@psu.edu](mailto:pnd100@psu.edu)

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## Professional Development for Nurse and Physician Educators Possible Topics

### Interpersonal Communication Skills

#### Session Topics

- Communication as an Interpersonal Process
- Perception, Communication and Understanding
- Verbal and Nonverbal Elements of Communication
- Understanding and Dealing with Communication Breakdowns
- Effective Listening: Techniques, Skills and Mind-set
- The Concept of Interpersonal Style
  - Assessing Your Interpersonal Style
  - Understanding and Working with Style Differences

### Communicating with Respect

#### Session Topics

- Communicating with respect: what it means, how it happens
- Why we don't treat others with respect or civility
- How the quality of interactions affects the quality of work life
- Civility: What it is, why it's important
- Individual factors: what contributes to intentional and unintentional instances of disrespect?
- What is a "bully" and how do you deal with one?
- Organizational factors that interfere with respectful, civil communications
- Respect and diversity
- Messages that provoke defensiveness and erode self-esteem
- What's okay and what isn't—where do we draw the line?
- What you might want to consider before you speak—or act
- Avoiding buying in to stereotypes and generalizations
- Actions
  - Assessing your climate for inclusiveness
  - Preventing disrespectful communications
  - Confronting to increase another's knowledge or awareness
  - Responding when someone "crosses the line"
  - Increasing awareness, organization-wide

## Professional Development for Nurse and Physician Educators Possible Topics

### Resolving Interpersonal Conflict

#### Session Topics

- Introduction and Basic Concepts
- Sources and Types of Conflict
- A Process Model
- Analysis of a Conflict Situation: Simulation
- Developing a “Win-Win” Orientation
- Assessing and Understanding Your Conflict Resolution Mode
- Supportive and Non-supportive Conflict Behaviors
- Planning and Analysis: Defining the Conflict and Selecting a Strategy
- Interacting for a Positive Resolution
- Application Exercise: Working through a Conflict Situation

### Negotiation Skills

#### Session Topics

##### Introduction

- Negotiation: Definitions and Basic Concepts
- General Process for Achieving Results When working With Others
- Guidelines for Effective Internal Negotiations
- Principled Negotiation

##### Preparing to Negotiate

- Diagnosing the Negotiation Situation
- Clarifying Your Wants, Needs, Preferences, and BATNA
- Distinguishing Interests from Positions
- Assessing the Other Party’s Position, Wants, Needs and Interests
- Considerations in Creating an Effective Atmosphere

##### The Interaction Stage

- Getting Off to a Good Start: Establishing a Positive Negotiating Climate
- Exploring the Other Party's Viewpoint
- Explaining Your Viewpoint
- Maintaining Emotional Control and a Balanced Perspective
- Developing an Effective Interaction Pattern
- The Rules of Negotiation
  - Dealing with Obstacles and Challenging Behaviors
- Reaching Agreements That Have Mutual Benefit

##### Applications and the Follow Up Stage

- Case Analysis: Applying Guidelines to Real Situations
- The Follow-up Stage—Importance and Components
- General Guidelines for Achieving Results

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## **Professional Development for Nurse and Physician Educators Possible Topics**

### **Developing Resilience and Flexibility**

#### **Session Topics**

- Resilience: What it is and how it develops
- Assimilation capacity and overload
- A capsule overview of “human nature:” expectations, habits, personality, and beliefs
- The importance of developing resilient people and organizations
- Looking at yourself through the lens of resilience: Discussion of self-assessment
- How we respond in conditions of ambiguity and uncertainty
- Components of flexible “healthy-agile” thinking and behavior
- Applications: Strengthening resilience, tolerance for ambiguity, and responsiveness to change
- Initiating plans to develop individual and group resilience

### **Building Understanding of Self and Others**

#### **Session Topics**

##### **Understanding the Myers-Briggs Type Indicator®**

- Program Objectives and Expectations
- Introduction to Type Theory
- MBTI® Terminology and Definitions

##### **Learning About Your Type Preferences**

- Identifying your Type
- Validating your Results; Understanding your Type
- The Dynamics of Type
- Applications and Implications of Type in the Workplace
- Exercises to Enhance Understanding

## **Professional Development for Nurse and Physician Educators Possible Topics**

### **Critical-Creative Thinking Skills**

#### **Session Topics**

##### **Introduction**

- What is Critical-Creative Thinking?
- Importance of Expanding Critical-Creative Thinking
- Creative Thinking and the Problem Solving Process

##### **Examining the Thinking Process**

- Understanding How We Think: Process, Proclivities, and Patterns
- Thinking and Perception, Memory, and Intelligence
- Looking at Your Own Thinking Style and Habits
- Thinking Differently: Avoiding Patterned Thinking
- Overview: Critical-Creative Tools to Help in Thinking Through a Problem

##### **Expanding Creative Thinking**

- Lateral Thinking
- Creative Thinking Techniques
- “Brain Boosters”

##### **Critical Thinking Applied to Problem Solving**

- Defining Problems and Purposes
- Determining Causes
- Developing Solutions
- The Process and Implications of Thinking Differently
- Finding Fallacies in Reasoning
- Identifying and Dealing with Bias
- Asking analytical questions about problems and solutions

##### **Applying Critical-Creative Thinking on the Job**

- Exercises to continue developing thinking skills
- Application opportunities