UNDERSTANDING CHARACTER FLAWS:
Navigating Challenging Relationships with People At Home and At Work

Institute for Brain Potential
PO Box 2238, Los Banos, CA 93635

PLEASE POST

Monday, February 26
FRESNO, CA
PICCADILLY INN SHAW
2305 W Shaw Ave, 93711. (559) 348-5520

Tuesday, February 27
MERCED, CA
MERCED MULTICULTURAL ARTS CENTER
645 W Main St, 95340. (209) 388-1090

Wednesday, February 28
LIVERMORE, CA
LIVERMORE VALLEY PERFORMING ARTS CENTER
2400 1st St, 94550. (925) 373-6100

Thursday, March 1
HAYWARD, CA
LA QUINTA INN & SUITES OAKLAND-HAYWARD
20777 Hesperian Blvd, 94541. (510) 732-6300

Friday, March 2
SAN FRANCISCO, CA
SFSU - SEVEN HILLS CONFERENCE CENTER
800 Font Blvd, 94132. (415) 405-4419
Parking: $8 in garage, Lot 20

FRESNO, CA
Pleasant Hotel
2305 W Shaw Ave, 93711. (559) 348-5520

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Live Seminar (✓ one)
• Fresno, Feb 26
• Merced, Feb 27
• Livermore, Feb 28
• Hayward, Mar 1
• San Francisco, Mar 2

Unable To Attend?
Pre-Order Recordings with Home Study CE Credit (✓ one)
• CDs
• DVDs
• Online

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Work Phone (__) Home Phone (__)
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Tuition
• $79 Individual Rate
• $74 Group Rate (3 or More Persons Registering Together)
• $89 On-Site Registration (if space is available)

Four Ways To Register
1. Internet: www.ibpceu.com
2. Mail: PO Box 2238, Los Banos, CA 93635 (make check payable to IBP)
3. Fax: (877) 517-5222
4. Phone: (866) 652-7414 (open 24 hours a day, 7 days a week)

Purchase orders are accepted. IBP tax identification number: 77-0026830

All major credit cards are accepted:
Card #_______________ Exp Date __________ / __________
Signature

Understanding Character Flaws:
Navigating Challenging Relationships with People At Home and At Work
A 6-Hour Program for Health Professionals

Schedule:
FRESNO: Monday, February 26
MERCED: Tuesday, February 27
LIVERMORE: Wednesday, February 28
HAYWARD: Thursday, March 1
SAN FRANCISCO: Friday, March 2

Topics Include:
• Managing Difficult Situations
• Protecting the Health of Caregivers

Dedicated Customer Service
Call (888) 202-2938 to inquire about course content or instructors, request disability accommodations, or submit a formal grievance. To register, call (866) 652-7414.

The IBP Experience
Our non-profit organization (tax ID 77-0026830) has presented informative and practical seminars by great speakers since 1984. IBP is the leading provider of accredited programs on the brain and behavioral sciences.

Live Seminars

Unable To Attend?
You have three options: 1) Transfer to an alternate location, space permitting, 2) Receive a full-value voucher for any live or recorded program for up to a year, or 3) Request a tuition refund minus a $15 fee. Refund requests should be made in writing or by e-mail at refund@ibpceu.com.

Certificates and Confirmations: Certificates of completion are provided at the time of adjournment; successful completion includes full attendance and submission of the evaluation form. No partial credit is given. Confirmation notices are emailed or mailed.

Recorded Programs

CDs and DVDs: Shipped after April 6, 2018.
Online: Available starting March 7, 2018. Online programs can be played or downloaded on all devices. Need help? Call (866) 652-7414.

CE Credit: National/state boards approved CE is available for most health professions including nursing, psychology, social work, counseling, MFT, dental, and pharmacy. View CE approvals and additional information for this home study program at: http://www.ibpceu.com/info/understanding_character_flaws.pdf

The IBP Experience
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Understanding Character Flaws: Navigating Challenging Relationships with People at Home and At Work

Understanding Character Flaws

Character flaws are brain-based dysfunctions of thinking and impulse that often lead to unethical or immoral behavior that can undermine trust and damage or destroy relationships.

Participants completing this program should be able to:
1. Identify core features of character-flawed individuals.
2. Discuss how character flaws are organized in key personality and personality-related disorders.
3. Describe strategies for working or living with people that have character flaws.

Understanding Cognitive Distortions:

Key Warning Signs:
- do I trust this person, can I rely on him
- do I feel worse when interacting with him, does he respect my needs, is he honest, do I feel safe, does he violate rules or laws.

Impaired Social Judgment:
- how damage or defect of the anterior cingulate cortex.
- risk-taking, little forethought, abnormalities of mood, discounts the future for immediate gratification.

Borderline Disorder:
- impulsivity and instability in interpersonal relationships and deficient emotion regulation.

Addictive Personality:
- sensation seeking, low tolerance for discomfort, risk-taking, little forethought, abnormalities of mood.

Obsessive-Compulsive Spectrum Disorders:
- orderliness, the need for interpersonal control and perfection.

Managing Difficult Conversations and Situations

Mindful Listening: listening without judging, using the person’s own words to improve rapport and trust.

Shifting the Focus to Problem Solving: address acute symptoms or issues; do not attack or defend your position.

Motivational Interviewing: explore benefits and costs of maintaining the behavior; what perpetuates the behavior?

Setting Clear Boundaries: guidelines for interacting with clients or intimate relationships.

Understanding Cognitive Distortions:
- how thoughts, emotions and behaviors are interconnected; unwinding thought patterns.

Enhancing Motivation: increasing willingness to change when living or working with character-flawed people.

Techniques to Improve How We Feel

Acting Quickly to Prevent Emotional Updraft: strategies for calming emotions before they are “up and running.”

Practicing Mindfulness-Based Stress Reduction: staying in the present moment to reduce tension about the future.

Changing How We Feel By Changing How We Think: revising narratives that perpetuate shame, hurt, isolation, sense of incompetence, inferiority, superiority, sadness, worry and perfectionism.


Enhancing Emotional Fitness: stepping back from ongoing issues, finding calm through a non-judgmental, mindful state of awareness.

Practicing Self-Compassion: treating our distress with the quality of compassion reserved for others.

Increasing Motivation: how to remain willing to interact with character-flawed people at work or at home.

Acceptance: accepting flaws in others that are unlikely to change and moving on.

Selected Personality and Related Disorders

Diagnosis: how to tell if a patient, colleague or family member has a personality disorder; categorical (DSM-5) and dimensional systems.

Antisocial Disorder: pervasive disregard for social norms and violations of the rights of others, with impulsivity, superficial charm, shallow affect, manipulative, and callous.

Narcissistic Disorder: grandiosity, need for admiration, and lack of empathy.

Borderline Disorder: impulsivity and instability in interpersonal relationships and deficient emotion regulation.

Addictive Personality: sensation seeking, low tolerance for discomfort, risk-taking, little forethought, abnormalities of mood, discounts the future for immediate gratification.

Obsessive-Compulsive Spectrum Disorders: orderliness, the need for interpersonal control and perfection.

Anger-Related Disorders: impaired impulse control (delaying automatic reactions to anger-provoking events), mood regulation, and impaired ability to defuse anger.

ABOUT THE INSTRUCTOR

Joseph Shannon, Ph.D. (Ohio State University) is an acclaimed psychologist, clinical educator, author and expert in the field of personality disorders. He has appeared on the CBS Morning Program and PBS Viewpoint.

Dr. Shannon has developed and presented training programs for health professionals throughout North America. In this interactive presentation, short stories and case vignettes will explore the nature and features of personality disorders. This program includes handouts and an interactive audience discussion. This 5-hour webinar can be watched live or recorded.

Dr. Shannon will answer your questions in class, during the second half of the lunch break and by email after adjournment.

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