

INTERACTIVE WEBCAST MONDAY, OCTOBER 21, 2019

INTERACTIVE WEBCAST

Monday, October 21, 2019, 9 AM – 4 PM PDT

You will need a computer with internet access and speakers to participate in the webcast.

ON-DEMAND WEBCAST

Saturday, October 26, 2019 – Tuesday, November 26, 2019

Participants interested in on-demand, self-study learning including continuing education credit may register to download the recording of the program from Saturday, October 26, 2019 through Tuesday, November 26, 2019. The program plus in-class exercises will be available in four convenient segments.

HOME STUDY RECORDINGS

Valid for CE until January 1, 2022

You may listen to or view the recorded lecture at your convenience and earn home study credit. Expiration date: January 1, 2022

NOXIOUS PEOPLE: LIVING AND WORKING WITH HIGH-CONFLICT INDIVIDUALS

✓one:

- Interactive Webcast with CE Credit: Monday, October 21, 2019
- On-Demand Webcast with CE Credit: October 26, 2019 – November 26, 2019

Purchase of Recordings with Home Study CE Credit: through January 1, 2022

- 4 Audio CDs
- 4 Audio-Visual DVDs

Purchase of Recordings without CE Credit:

- 4 Audio CDs, \$50
- 4 Audio-Visual DVDs, \$75

Tuition is in US dollars.

Name (PLEASE PRINT) _____

Home Address _____

City/State _____, Zip _____

Work Phone (____) _____ Home Phone (____) _____

Fax (____) _____ (PLEASE PRINT EMAIL IF AVAILABLE)

Email _____

Profession(s) _____

PRE-REGISTRATION

- \$79 Individual Rate
- \$74 Group Rate (3 or more persons registering together)
- \$89 On-Site Registration (if space is available)

FOUR WAYS TO REGISTER

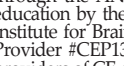
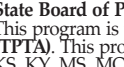
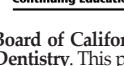
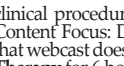
1. Internet: www.ibpceu.com
2. Mail: PO Box 2238, Los Banos, CA 93635
(make check payable to IBP)
3. Fax: (877) 517-5222
4. Phone: (866) 652-7414 (open 24 hours a day, 7 days a week)

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

Type of Credit Card: Visa MasterCard AmEx Discover

Card # _____ Exp Date _____ / _____

Signature _____



NURSES: Institute for Brain Potential (IBP) is accredited as a provider of continuing nursing education by the **American Nurses Credentialing Center's Commission on Accreditation**. Institute for Brain Potential is approved as a provider of continuing education by **California Board of Registered Nursing**, Provider #CEP13896, and **Florida Board of Nursing**. This program provides 6 contact hours.

PSYCHOLOGISTS: Institute for Brain Potential is approved by the **American Psychological Association** to sponsor continuing education for psychologists. Institute for Brain Potential maintains responsibility for this program and its content. This program provides 6 CE credits. Institute for Brain Potential is approved as a provider of continuing education by the **Florida Board of Psychology**. This course provides 6 hours of CE credit.

COUNSELORS, SOCIAL WORKERS & MFTs: Institute for Brain Potential has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6342. Programs that do not qualify for NBCC credit are clearly identified. Institute for Brain Potential is solely responsible for all aspects of the programs. This program provides 6 clock hours.

Institute for Brain Potential, provider #1160, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) www.aswb.org through the Approved Continuing Education (ACE) Program. Institute for Brain Potential maintains responsibility for the program. ASWB Approval Period: November 11, 2017 – November 11, 2020. Social workers should contact their regulatory board to determine course approval for continuing education credits. Social workers participating in this course will receive 6 clinical continuing education clock hours. Social Work Practice Level: Intermediate.

Institute for Brain Potential is approved as a provider of CE by **Florida Board of Clinical Social Work, MFT and Mental Health Counseling**, by **Illinois Department of Professional Regulation MFT CE Sponsor Program**, Sponsor #168.000183, and by **Texas State Board of Examiners of Marriage & Family Therapists**, Provider #830. Institute for Brain Potential is approved as a provider of CE for Counselors and Social Workers by the **Ohio CSWMFT Board**. Institute for Brain Potential (IBP) is recognized by the **New York State Education Department's State Board for Social Work** as an approved provider of continuing education for licensed social workers #SW-0341. Institute for Brain Potential (IBP) is recognized by the **New York State Education Department's State Board for Mental Health Practitioners** as an approved provider of continuing education for licensed mental health counselors. #MHC-0134. Institute for Brain Potential (IBP) is recognized by the **New York State Education Department's State Board for Mental Health Practitioners** as an approved provider of continuing education for licensed marriage and family therapists. #MFT-0068. This program provides 6 contact hours.

OCCUPATIONAL THERAPISTS: Institute for Brain Potential is an **American Occupational Therapy Association (AOTA)** Approved Provider, #6050. The assignment of AOTA CEUs does not imply endorsement of specific course content, products, or clinical procedures by AOTA. This program provides 6 contact hours. Content Level: Intermediate. Content Focus: Domain of OT (Performance Skills) and Professional Issues (Supervision). Please note that webcast does not qualify for AOTA CEUs. This course is approved by the **FL Board of Occupational Therapy** for 6 hours of credit.

CHEMICAL DEPENDENCY PROFESSIONALS: Institute for Brain Potential is approved by the NAADAC Approved Education Provider Program, Provider #102949. This program is 6 CEHs.

PHARMACISTS & PHARMACY TECHNICIANS: Institute for Brain Potential is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. The interactive webcast is a knowledge-based activity with UANs 0492-0000-17-036-L04-P and 0492-0000-17-036-L04-T. The on-demand webcast and home study CDs/DVDs are knowledge-based activities with UANs 0492-0000-19-011-H04-P and 0492-0000-19-011-H04-T. Initial Release Date: 01/01/2019. Planned Expiration Date: 01/01/2022. This program provides 6 hours (6 CEU). This program has been pre-approved by the **Florida Board of Pharmacy** for 6 hours of continuing education credit.

DENTAL PROFESSIONALS: Institute for Brain Potential is designated as an Approved PACE Program Provider by the Academy of General Dentistry (AGD). The formal continuing dental education programs of this provider are accepted by the AGD for Fellowship/Mastership and membership maintenance credit. Approval does not imply acceptance by a state or provincial board of dentistry or AGD endorsement. The current term of approval extends from 12/01/18 – 11/30/24. Provider ID# 312413. This program provides 6 hours of CE credit. Subject Code: 557. Initial Release Date: 01/01/2019. Planned Expiration Date: 01/01/2022. Institute for Brain Potential, provider RP-4261, is authorized to confer continuing dental education for Dentists, Dental Hygienists and Dental Assistants by the **Dental Board of California**. Institute for Brain Potential is an approved provider with the **Florida Board of Dentistry**. This program is 6 CE hours.

PHYSICAL THERAPISTS: Institute for Brain Potential is approved as a provider of the physical therapy continuing education by the **Physical Therapy Board of California**. Institute for Brain Potential is an **Illinois Department of Professional Regulation** Approved CE Sponsor for PTs and PTAs, #216.000210. Institute for Brain Potential is recognized by the **New York State Education Department's State Board of Physical Therapy** as an approved provider of physical therapy continuing education. This program is pending approval by the TX chapter of the **American Physical Therapy Association (IPTA)**. This program provides 6 CE hours. The physical therapy boards in AK, AZ, DE, GA, ID, IN, KS, KY, MS, MO, NC, ND, RI, SC, OR, TN, UT, VA, WI, and WY accept courses approved by APTA chapters. This course meets the criteria for 6 contact hours of physical therapy continuing education in CT, IA, MO, MT, NE, NH, OR, and WA.

MASSAGE THERAPISTS: Institute for Brain Potential is approved as a CE provider by the **Illinois Department of Professional Regulation**, #245.000045, and by the **Florida Board of Massage Therapy**. This program provides 6 CE hours. This program counts as 'General' hours in Florida.

SPEECH-LANGUAGE PATHOLOGISTS: Institute for Brain Potential is an approved provider by the **California Speech-Language Pathology and Audiology Board (SLPAB)**, # PDI247, and by the **Florida Board of Speech-Language Pathology and Audiology**. CE credit for SLPs in Florida is available for only the webcast of the program. This program provides 6 CE hours.

ACUPUNCTURISTS: This course has been approved by the **California Acupuncture Board**, Provider Number 565, for 6 hours of Category 1 distance education credit. Please note that live credit is not available for this webcast.

DIETITIANS: Institute for Brain Potential is a Continuing Professional Education (CPE) Accredited Provider with the **Commission on Dietetic Registration (CDR)**. CDR Credentialed Practitioners will receive 6 Continuing Education units (CEUs) for completion of this activity. Provider Number: BP001. CPE Level: I. Suggested Learning Codes: 1120, 4090, 5320, and 5350. Activity Number: 107539. CDR-approved credit is available for only the webcast of the program.

RESPIRATORY CARE PROFESSIONALS: RCPs in New York receive 6 hours of Category III credit through the ANCC. Institute for Brain Potential is accredited as a provider of continuing nursing education by the **American Nurses Credentialing Center's Commission on Accreditation (ANCC)**. Institute for Brain Potential is approved by the **California Board of Registered Nursing (CA BRN)**, Provider #CEP13896, to provide continuing education. Programs offered by the CA BRN approved providers of CE are accepted by the **Respiratory Care Board of California**.

EDUCATORS: Participants completing this program will receive 7.5 clock hours of professional development credit through a cosponsorship agreement between Alliant International University and Institute for Brain Potential. Alliant International University's graduate programs are accredited by the **Accrediting Commission of Senior Colleges and Universities of the Western Association of Schools and Colleges**. Please contact your school district if you need prior approval for this program.

COLLEGE EDUCATED PUBLIC: This program is recommended for individuals who wish to add to their personal and professional knowledge and to improve their health and wellbeing. Participants will receive a certificate of completion for 6 hours.



NOXIOUS PEOPLE: LIVING AND WORKING WITH HIGH-CONFLICT INDIVIDUALS

A 6-Hour Program for Health Professionals

Interactive Webcast Schedule: The date of the interactive webcast is Monday, October 21, 2019, 9 AM, Pacific Daylight Time. Please register early and sign in 30 minutes before the time of the webcast.

On-Demand Webcast Schedule: You may view the program in segments at your convenience from Saturday, October 26, 2019 until Tuesday, November 26, 2019. Registrants who sign up for the live webcast may elect to take the on-demand webcast.

Home Study Schedule: You may listen to or view the recorded lecture at your convenience until the expiration date: January 1, 2022. Self-study credit is available for all California-licensed health professions listed on the brochure except dietitians and massage therapists.

Group Registrations: Rates apply for three or more pre-registered guests enrolling together. Please complete a separate registration form for each person. Members of a group can watch interactive or on-demand webcast, or order home study recordings on different dates.

Confirmation Notices and Certificates of Completion: We will confirm your registration by email or by letter. Please attend even if you do not receive a confirmation. Successful completion includes full attendance, submission of the evaluation form, and for home study credit, submission of the post-test. No partial credit will be given. Certificates of completion for the live seminar are provided at the time of adjournment, and for the interactive webcast, live webcast and on-demand webcast are provided by email upon receipt of the evaluation form and the post-test.

Transfers and Cancellations: Registrants can transfer to another live seminar or webcast if space is available. Registrants canceling up to 48 hours before a seminar or webcast can request a full refund less a \$15 processing fee or an audio CD or DVD recording of the program with the instructional outline for home study credit. Alternatively, a full-value voucher can be obtained good for one year for a future program. In the unlikely event that the program cannot be held (e.g., an act of God), registrants will receive free admission to a rescheduled program or a full-value voucher, good for one year, for a future program. All requests must be made in writing or online. No IBP program has ever been cancelled as the result of low attendance.

24/7 Customer Service: Call 888-202-2938 to ask about course content, instructors, request accommodations for disability, submit a formal grievance, or remove your name from a list. For other questions, call 866-652-7414.

Institute for Brain Potential: Since 1984, our non-profit organization (tax ID 77-0026830) has presented informative and practical seminars. IBP is the leading provider of accredited programs concerning the brain and behavioral sciences.

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FREQUENTLY ASKED QUESTIONS

Q: Is there a way to enjoy this seminar without being at my computer for 6 hours? What if I am not free on October 21, the date of the broadcast?

Yes! First, register for the program. You will receive a link to view the program starting October 26 until November 26. The program will be divided into four segments of approximately 75 minutes for user-friendly viewing.

Q: What if I have technical issues getting and staying connected, difficulty seeing the slides, or hearing the speaker?

We have an expert videographer to capture the sound and slides. We will make copies of the outline available to the participants. Further, in the unlikely event that you have connection problems, IBP will provide registrants with a free set of 4 CDs or DVDs of the entire program.

Q: I'd like to view the program and receive credit but without watching the live program or downloading it and still receive continuing education credit. Can I do this?

Yes! The cost of the DVD or CD set will be the same as the cost of the live program. Register now, let the operator know you will want the CD or DVD set (specify which), and make sure your profession is included in our online brochure.

Q: Can I attend this program live?

Yes, but only if you live in a city where IBP is currently presenting this seminar.

Q: My profession is not included on the brochure. Can I receive continuing education credit?

Maybe. Please contact our customer service at (888) 202-2938.

Q: How long does it usually take to receive a certificate of completion?

Typically, within 3 or 4 business days.

Noxious people are defined as problematic relationships that can engender mental or physical illness in others. This program will help you recognize and deal more effectively with individuals with disorders of personality, mood, thought, and impulse control.

In this 6-hour program, emphasis is placed on practical, evidence-based solutions for health professionals in medical, dental, behavioral, and educational settings.

Participants completing this program should be able to:

- 1. Describe how trauma and stress can alter the brain and impair social reasoning.*
- 2. Identify diagnostic features of high-conflict individuals with selected disorders of personality, mood, anxiety and anger.*
- 3. List several skills that health professionals can use to interact more effectively with high-conflict people.*
- 4. List interventions that health professionals can apply to help protect and enhance their health when working with noxious people.*

Understanding High-Conflict Individuals

- **Origins of Noxious Behaviors:** why behavior patterns that enabled high-conflict individuals to “survive” during a maladaptive childhood, endure into adulthood.
- **Developmental Trauma:** the lasting consequences of stress, neglect, abuse, and maltreatment on the developing brain as they affect attachment style and lifelong risk of stress-related diseases.
- **Noxious Stress and the Adult Brain:** how chronic release of cortisol, a hormone associated with stress, suppresses the immune system, increases the risk of anxiety and mood disorders, and impairs stress resilience.
- **Social Reasoning and the Prefrontal Cortex:** key regions affecting social and emotional intelligence, mood regulation, and forethought.

Personality Disorders

- **Borderline Disorder:** impaired ability to form stable relationships, dramatic mood swings and childhood maltreatment.
- **Antisocial Personality:** repeated socially irresponsible or unlawful behavior without regard for the rights or feelings of others.
- **Narcissism:** what underlies sense of entitlement, exaggerated self-concern and sense of superiority in people who also lack empathy.

Mood Disorders

- **Minor Depression:** low-grade dysthymic disorder in people who have been maltreated at home or at work; how symptoms are masked and unmasked.
- **Major Depression:** if untreated, mood disorders can undermine mood, cognition, impulse control, judgment, social behavior, somatic complaints, chronic pain and sleep.
- **Bipolar Disorder:** mood swings related to mania and hypomania and differential diagnosis of bipolar and unipolar disorders; how it affects the health of others.

Anxiety Disorders

- **Generalized versus Phobic Anxiety:** working or living with people with generalized or phobic anxiety disorders; how to avoid being a party to another person’s intense fears, panic, social anxiety disorder, or generalized anxiety.
- **PTSD:** horror frozen in memory; intrusive thoughts, dreams and feelings and the risk of secondary PTSD in caregivers who witness trauma.
- **OCD:** a concealed diagnosis; obsessions and compulsions that undermine health and wellness at home and at work.
- **Pathological Perfectionism:** “I must strive to meet unrealistically high standards;” how it can harm interpersonal and professional wellbeing; what causes excessive self-criticism and risk of burnout?

Anger Disorders

- **Covert Anger:** identifying individuals who pose the greatest risk to health professionals in initiating complaints and baseless litigation; spouses who engage in protracted divorce settlements.
- **Episodic Aggressive Anger:** thoughts that sustain noxious anger and lead to destructive and self-defeating outbursts; role in alcohol use disorders.

The Art of the Possible When Dealing With “Impossible” People

- **Behavioral Skills:**
 - Guidelines for identifying when behavior is harming another’s health
 - Identifying stress triggers of the perpetrator and the victim
 - Creating Boundaries: who should you not interact with and when
- **Interpersonal Skills:**
 - Being proactive with difficult people and situations
 - Coping with excessive demands
 - Defending oneself without being defensive
 - Expressing needs safely to facilitate meaningful change
 - Improving social intelligence
 - Using humor to diffuse tension
- **Cognitive-Behavioral Skills:**
 - Identifying a person’s “hidden agenda”
 - Reframing maladaptive thoughts
 - Developing resilience to disabling thoughts
- **Dialectical-Behavioral Skills:**
 - **Mindfulness:** staying calm in the present tense rather than being tense about the past or future
 - **Acceptance-Based Skills:** increasing psychological flexibility when working or living with difficult people when change is unlikely
- **Applying Positive Psychology:**
 - Identifying and working with character strengths
 - Gratitude: the gratitude letter; thanking others who helped us
 - Setting goals for life and happiness: key research and resources

ABOUT THE INSTRUCTOR



Joseph Shannon, Ph.D. (Ohio State University) is an acclaimed psychologist, clinician, researcher and lecturer in the areas of personality disorders, chemical dependency, character pathology, anxiety and depression. Dr. Shannon has appeared on the CBS Morning Program and PBS Viewpoint.

Dr. Shannon has developed and presented training programs for health professionals throughout the United States and Canada. Participants praise his use of innovative teaching methods. In this presentation, film excerpts will be used to illuminate noxious people. Audiences highly recommend his insightful and practical presentations and enjoy his warm sense of humor.

In addition to Q & A sessions in class, Dr. Shannon will answer your questions during the second half of the lunch break and by email after the program concludes.