**Reasoning with Unreasonable People:**
**Focus on Disorders of Emotion Regulation**

**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 January 13, the date of the broadcast?
Yes! First, register for the program. You will receive a link to view the program starting January 18 until February 18. 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.

In this six-hour program, health professionals will learn how people reason with selected disorders of mood, anxiety, OCD, anger, and personality.

Practical strategies will be presented to facilitate meaningful change in patients and health professionals working in medical, dental, and behavioral health settings.

Participants completing this program should be able to:
1. List several paths to achieving effective emotional communication.
2. Outline an effective strategy to reason with a person who has a disorder of mood, anxiety, OCD, anger, or personality.
3. Describe a strategy for reasoning or having a difficult conversation with a person who is experiencing pain, illness or vulnerability.
4. Describe a calming strategy including the practice of mindfulness for health professionals who are experiencing strong emotions.

**Paths to Effective Reasoning**

- **Assuring the Person Feels Heard:** emotional healing begins when the patient’s concerns are acknowledged.
- **Focusing on Feelings:** identifying unresolved emotional stressors.
- **Emotion-Sustaining Beliefs:** What purpose does this emotional state serve? What beliefs sustain it? Are there unresolved emotional stressors?
- **Identifying the Patient’s Strengths:** channeling the wellness with the mental or physical illness to facilitate healing.
- **Core Emotional Concerns:** to feel appreciated, to be treated as an equal, to have the freedom to decide, and to be respected.
- **Beyond Reason:** rage, acute mania, delirium, substance-induced states, psychosis, and dementia.

**Mood Disorders**

- **Depressive Disorders:** Major Depressive Disorder and Persistent Depressive Disorder (Dysthymia); understanding the mindset that one’s problems are personal, pervasive and permanent.
- **Bipolar Disorders:** Bipolar I, II and Cyclothymic Disorders; the role of mania, hypomania and chronicity; the manic mindset of feeling invulnerable, brilliant, euphoric, and infallible.

**Generalized Anxiety, Obsessive Compulsive Disorder and Perfectionism**

- **Generalized Anxiety:** understanding chronic, uncontrollable and irrational anxiety; how feeling “unsafe” perpetuates chronic worrying.
- **Obsessive Compulsive Disorders:** key triggers underlying unwanted and habit-based, automatic thoughts and overvalued ideas associated with impulses and rituals.
- **Perfectionism:** understanding people who have unrealistic standards for themselves or others and are highly critical when they are not met; how perfectionism, an OCD spectrum trait, can lead to emotional burnout.

**Passive and Aggressive Forms of Anger**

- **Passive Anger:** covert efforts to undermine another person’s effectiveness; identifying the “hidden agenda.”
- **Aggressive Anger:** blaming, shaming, provoking, threatening, bullying, avenging; understanding the “hurt” behind the anger, the person’s justification for not being able to forgive, and the adverse health risks of experiencing chronic anger.

**Selected Personality Disorders**

- **Key Features:** inflexibility, crisis, cluelessness, impaired problem-solving, avoidance of treatment; distinguishing between character and traits.
- **Antisocial (Sociopathic):** the view that rules are meant to be broken, intolerance for frustration, need for immediate gratification, and exaggerated sense of intelligence.
- **Borderline:** impaired sense of identity, fear of abandonment, intense psychic pain, anger, idealization or demonization; risk of self-harm.

- **Narcissistic:** exaggerated self importance, need for special attention, and the entitlement to seek pleasure, status or power.

**Strategies for Helping Patients With Strong Emotions**

- **Cognitive Restructuring:** reframing automatic negative thoughts.
- **Shifting the Focus to Problem Solving:** identifying solutions and using pros and cons.
- **Exposure-Based Treatments:** confronting and overcoming fears and reducing compulsions.
- **Emotion Regulation Techniques:** personalized approaches to calming, breathing training, imagery, and relaxation.
- **Dialectical Behavioral Therapy:** focus on Mindfulness, Distress Tolerance, Emotion Regulation and Interpersonal Effectiveness.
- **Disengaging from Pathological Interactions:** Gottman’s Four Horsemen of the Apocalypse: contempt, criticism, stonewalling, and defensiveness.
- **Handling Difficult Conversations:** six rules of thumb to communicate in ways that lead to meaningful change.

**Calming Strategies for Health Professionals**

- **Resilience-Based Reasoning:** focusing on ways we can manage stressors and recover from setbacks by identifying our strengths.
- **Balancing Priorities:** reducing excessive demands by reviewing complex challenges at home and at work.
- **Changing the Narrative:** rethinking how we view the past, respond to the present, and reimagine the future to increase happiness.
- **Acceptance:** learning to accept in self and others the traits that are unlikely to change.
- **Practicing Mindfulness-Based Stress Reduction:** non-judgmental, moment-to-moment awareness by staying calm in the moment.

**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.