

INTERACTIVE WEBCAST MONDAY, NOVEMBER 22, 2021

INTERACTIVE WEBCAST

Monday, November 22, 2021, 9 AM – 4 PM (EST)

View the live presentation of this program on your phone, tablet, or computer to earn live CE credit.

ON-DEMAND WEBCAST

Saturday, November 27 – Monday, December 27, 2021

Download or view the recorded presentation in four convenient segments on a phone, tablet, or computer from Saturday, November 27, 2021 through Monday, December 27, 2021 to earn home study credit. Release Date: 07/31/20. Planned Expiration Date: 07/31/23.

HOME STUDY RECORDINGS

Valid for CE until July 31, 2023

Listen to the recorded lecture on audio CDs or view it on audio-visual DVDs at your convenience to earn home study credit. Release Date: 07/31/20. Planned Expiration Date: 07/31/23.

GUIDELINES FOR LIVING AND WORKING WITH RESENTFUL PEOPLE

✓ one

Interactive Webcast with CE Credit: Monday, November 22, 2021

On-Demand Webcast with CE Credit: November 27, 2021 – December 27, 2021

Purchase of Recordings with Home Study CE Credit: through July 31, 2023

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) _____

TUITION

\$79 Pre-Registration Rate
 \$89 Registration on the Day of the Program

FOUR WAYS TO REGISTER

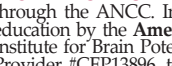
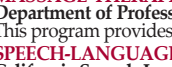
1. Internet: www.ibpceu.com
2. Mail: PO Box 2238, Los Banos, CA 93635 (make check payable to IBP)
3. Fax: (877) 517-5222
4. Phone: (866) 652-7414 (open 24 hours a day, 7 days a week)

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 nursing continuing professional development 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 recognized by the New York State Education Department's State Board for Psychology as an approved provider of continuing education for licensed psychologists #PSY-0090. IBP is approved as a provider of continuing education by the Florida Board of Psychology. This course provides 6 contact 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. The interactive webcast provides 6 clock hours of live CE credit. Note: NBCC-approved home study CE credit is not available for the recordings of the webcast.

ACE Institute for Brain Potential, ACE Approval Number: 1160, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Institute for Brain Potential maintains responsibility for this course. ACE provider approval period: 11/11/20 – 11/11/23. Social workers completing this course receive 6 clinical continuing education credits. 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 (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 marriage and family therapists. #MFT-0068. The Ohio CSWMFT Board accepts continuing education programs approved by NBCC for counselors and ASWB for social workers. 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 (.6 AOTA CEUs). Content Level: Intermediate. Content Focus: Domain of OT (Client Factors). This course is approved by the FL Board of Occupational Therapy for 6 hours of credit.

CHEMICAL DEPENDENCY PROFESSIONALS: This course has been approved by Institute for Brain Potential, as a NAADAC Approved Education Provider, for 6 CEs. NAADAC Provider #102949. Institute for Brain Potential is responsible for all aspects of its programming.

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 0492-0000-20-067-L04-P and 0492-0000-20-067-L04-T. The on-demand webcast and home study CDs/DVDs are knowledge-based activities with UANs 0492-0000-20-068-H04-P and 0492-0000-20-068-H04-T. Initial Release Date: 07/31/2020. Planned Expiration Date: 07/31/2023. 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: This program provides 6 CE hours. 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.



PACE
ACADEMY of
GENERAL DENTISTRY
PROGRAM APPROVAL
FOR CONTINUING
EDUCATION

Institute for Brain Potential
Nationally Approved PACE Program Provider for
FAGD/MAGD credit.
Approval does not imply acceptance by any
regulatory authority or AGD endorsement.
12/01/18 to 11/30/24
Provider ID# 312413
AGD Subject Code: 557
Release Date: 07/31/20. Expiration Date: 07/31/23

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 approved by Texas chapter of the American Physical Therapy Association (APTA), Approval Expires: 08/24/2022. 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, MI, 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), # PDP247, and by the Florida Board of Speech-Language Pathology and Audiology. CE credit for SLPs in Florida is available for only the interactive webcast of the program. This program provides 6 CE hours.

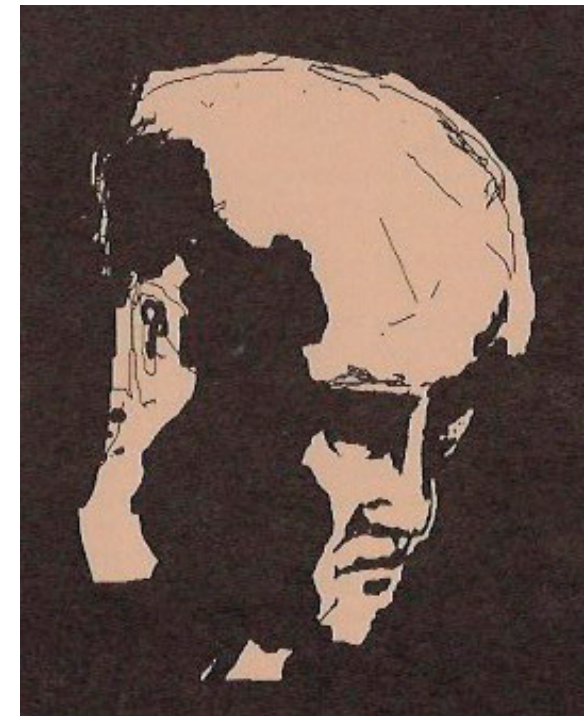
ACUPUNCTURISTS: This course is approved by the California Acupuncture Board, Provider Number 565, for 6 hours of Category 1 distance education credit. Please note that live credit is not available for this webcast.

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 Professional Education units (CPEUs) for completion of this activity. Provider Number: BP001. CPE Level: I. Suggested Learning Codes: 6010 and 6020. CDR-approved credit is available for only the interactive 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.



GUIDELINES FOR LIVING AND WORKING WITH RESENTFUL PEOPLE

A 6-Hour Program for Health Professionals

Interactive Webcast Schedule: The date of the interactive webcast is Monday, November 22, 2021, 9 AM, Eastern Standard Time. Sign-in: 8:30 – 9 AM, program starts: 9 AM, lunch break: 11:30 AM, online Q & A: 12 – 12:30 PM, lecture resumes: 12:30 PM, adjournment: 4 PM. 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, November 27, 2021 until Monday, December 27, 2021. Registrants who sign up for the interactive 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: July 31, 2023.

Confirmation Notices and Certificates of Completion: Registration confirmations, certificates of completion, evaluation forms, and posttests are emailed or mailed. Please attend even if you do not receive a confirmation. Successful completion includes: 1) Participating in the interactive webcast, viewing the on-demand webcast or DVD recording, or listening to the CD recording, 2) Submission of the evaluation form and post-test by email or mail, and 3) Receiving a passing score of 70% on the post-test. You may retake the exam without penalty or fee. No partial credit will be given.

Transfers and Cancellations: Registrants wishing to transfer or cancel have four options: 1) Transfer to alternate date of the webcast, 2) Transfer to another scheduled webcast, 3) Receive a full-value voucher good for one year for any live or recorded program, or 4) Obtain a full refund minus a \$15 fee by submitting a refund request in writing or by email at refund@ibpceu.com.

24/7 Customer Service: Call (888) 202-2938 to ask about course content, instructors, corrections, grading, problem resolution, provide comments, request disability accommodations, submit a formal grievance, or remove your name from a list. To view detailed agenda for the webcast and system requirements to participate in the program, visit: www.ibpceu.com/info/resi.pdf

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.

GUIDELINES FOR LIVING AND WORKING WITH RESENTFUL PEOPLE

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 November 22, the date of the broadcast?

Yes! First, register for the program. You will receive a link to view the program starting November 27 until December 27. 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.

Resentment is neglected in the diagnosis of psychiatric disorders yet plays a critical role in undermining wellbeing and health.

This program describes the origins, diagnostic features, and adverse consequences of resentment. In addition, health professionals will acquire tools to recognize and resolve resentment-related disorders.

Health professionals working in behavioral, dental and medical settings who complete this 6-hour program should be able to:

- 1. List key symptoms of resentment-related disorders.*
- 2. Discuss several adverse consequences of resentment.*
- 3. Identify aspects of a resentment-based mindset.*
- 4. Review key treatment strategies that can reduce resentment.*

Differential Features of Resentment and Anger

- **Resentment:**
 - Recognition is Often Delayed
 - Intensity Is Often Low Grade
 - Expression is Often Indirect
 - Adverse Effects are Often Pervasive and May Be Subtle
- **Anger**
 - Recognition Is Generally Immediate
 - Intensity is Typically High
 - Expression is Usually Direct
 - Adverse Effects are Often Experienced Rapidly

Biological, Cognitive and Behavioral Aspects

- **Psychobiology**
 - **Acute Versus Chronic Stress-Related States:** immediate adrenaline reaction versus chronic cortisol effects that can undermine mood, impulse regulation, the immune system, and sleep.
 - **Chronic Cognitive States**
 - **Trait Resentment:** threat detection and magnification in response to triggering events.
 - **Cognitive Distortions:** self-talk, personalization, emotional reasoning, dysfunctional self-instruction, and impaired cognitive regulation of moods.
- **Behavioral**
 - **Direct Expression:** antagonistic externalizing, callousness, rudeness, deceit, and manipulation.
 - **Indirect Expression:** the hidden agenda, passive aggression, and cold anger.

Two Faces of Resentment

- **Acute Profile**
 - **Triggering Events:** a specific or combination of events with one person and situation.
 - **Symptoms and Expression:** directed at an invariant situation.
 - **Clinical Presentation:** a more common presentation and is more responsive to clinical intervention.
- **Chronic Profile**
 - **Triggering Events:** repeated and unresolved trauma, often related to impaired attachment.
 - **Symptoms and Expression:** pervasive negative beliefs or mistrust such as categories of people (e.g., racism, sexism, classism, elitism, homophobia, nationalism, ageism, religious prejudice, and xenophobia).
 - **Clinical Presentation:** less responsive to therapeutic intervention; at greater risk of conversion from trait resentment to revenge-seeking, self-harm, or violence.

Impact of Resentment

- **Altered Brain:** threat and the limbic system, cortisol, alcohol and expression of resentment; emotion regulation; the orbitofrontal cortex, and defective social reasoning.
- **Impaired Health:** suppressed anger and chronic resentment increase risk of hypertension and coronary artery disease; immune suppression, disorders of the GI tract, and certain cancers; hyper vigilance, muscle tension, and insomnia.
- **Impaired Impulse Control:** temper outbursts, alcohol, substance use and physical aggression.
- **Cognitive Distortions:** irrational expectations about self and others fuel and direct expressions of resentment.
- **Close Relationships:** how dysfunctional communication habits including passive aggression and periodic outbursts can impair social bonds and produce estrangement in a family or among friends.
- **Work:** the toxic effects of resentment can be identified by occasional outbursts, strained work relationships and decreased performance or deficient work such as absenteeism or increased health expenses.

Keys to Resolving Resentment

- **Calming Strategies**
 - **Reducing Arousal:** the "stop-sit-breathe" protocol.
 - **Lowering Tension:** verbal and non-verbal approaches.
- **Cognitive-Behavioral Strategies**
 - **Uncovering Perceived Injustice or Inequity:** actual or perceived grievances (verbal, personal, or interpersonal) form narratives about individuals or groups of people.
 - **Identifying and Revising Expectations:** practicing The Technique of Previewing and Planning to manage maladaptive thoughts revealed through non-verbal and verbal behaviors including passive aggression, sarcasm, outbursts, and blame.

- **Transforming Cognitive Distortions:** personalization, mind-reading, and negative forecasting.
- **Cognitive Reframing:** the technique that enables cognitive distortions to be restated in ways that enable a person to revise personal narratives and experience less anger, sadness, or anxiety.
- **Positive Psychology**
 - **Finding Common Ground:** by identifying what a person has in common with the client who harbors resentment, there is a lowering of tension and suspicion.
 - **Mindful Listening:** not attacking, defending, or judging.
 - **Mindful Interventions:** helping the client to practice non-judgmental awareness by learning to shift focus away from resentment to present-centered states by observing one's thoughts, feelings and sensations.
 - **Positive Self Expression:** words that facilitate the healing process including remorse, compassion, empathy, and gratitude.
 - **Expressing Compassion and Empathy:** by entering the mindset of the person experiencing resentment, it is possible to appreciate the way that this toxic state can perpetuate stress and undermine wellbeing.
 - **Expressing Gratitude:** the positive experience and expression of gratitude can directly counteract resentment.
 - **Practicing Acceptance and Commitment (ACT):** accepting flaws in self or others that maintain resentfulness but are unlikely to change.
- **Conflict Resolution for Close Relations**
 - **Awareness Wheel Model:** reviewing personal awareness before and during conflict resolution; pathways to setting realistic conditions for resolving conflicts.
 - **Increasing Sense of Safety:** when resentment leads to threat, outburst or rage, how to provide calming reassurance.
 - **Defusing Provocative Behavior:** non-verbal and verbal methods to "Redirect and Defuse" conflict.
 - **Handling Difficult Conversations:** what to say and do; how to reframe an issue as an opportunity to acquire greater insight that can lead to ways to reframe problems rather than to inflame, blame, or shame.
 - **Developing "Win-Win" Solution:** preserving the dignity of both parties.
- **Forgiving the Perpetrator:** how Nelson Mandela forgave his jailers rather than holding on to grievances; the recognition that maintaining grievances would continue to imprison him after he was released.
- **Practical Approaches by Leading Experts**
 - **Experiential Insight:** directly experiencing the impact and benefits of forgiveness.
 - **Setting the Stage:** enabling a client to initiate forgiveness.
 - **Pathways to Healing:** uncovering anger, committing to forgive, confronting and experiencing the pain, and acknowledging the person targeted by resentment with empathy.
 - **Nine Steps to Forgiveness:** implementing Lushkin's Forgiveness Program.

ABOUT THE INSTRUCTOR



W. Robert Nay, Ph.D., has been Clinical Associate Professor at Georgetown University School of Medicine and is an internationally recognized expert in the treatment of anger-related disorders. In addition to over 30 research papers and chapters, Dr. Nay includes key practical strategies in books he has authored including Taking Charge of Anger, Overcoming Anger in Your Relationships, and the Anger Management Workbook.

Drawing on three decades of clinical experience, Dr. Nay has developed and presented over 100 programs to health professionals at medical centers and seminars on anger, aggression, resentment and how they affect relationships.

Audiences appreciate his innovative teaching methods including fascinating case histories and hands-on training to show how anger-related habits can be changed. A highly rated instructor, participants appreciate his practical information, relaxed speaking style and warm sense of humor.

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