

# Understanding and Overcoming Resentment: Brain-based Strategies to Reframe Cognitive Distortions, Calm Anger Arousal, Defuse Conflict and Find Solutions

## A 6-Hour Home Study Program for Health Professionals



**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. IBP is approved as a provider of continuing education by the 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 credit. 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 FL Board of Psychology. This course provides 6 contact hours of CE credit.



**COUNSELORS, SOCIAL WORKERS & MFTs:** 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 clock hours. Social Work Practice Level: Intermediate.

Institute for Brain Potential is approved as a provider of CE by FL Board of Clinical Social Work, MFT and Mental Health Counseling, by IL Dept. of Professional Regulation MFT CE Sponsor Program, Sponsor #168.000183, and by TX State Board of Examiners of Marriage & Family Therapists, Provider #830. Institute for Brain Potential (IBP), SW CPE 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 #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. The Ohio CSWMFT Board accepts ASWB-approved continuing education programs for social workers. This program provides 6 contact hours.



**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 AND PHARMACY TECHNICIANS:** Institute for Brain Potential is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This knowledge-based activity is designated for 6 contact hours (0.6 CEUs). UANs: 0492-0000-22-013-H04-P and 0492-0000-22-013-H04-T. 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. IBP is approved as a provider of CE by 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

**OCCUPATIONAL THERAPISTS AND ASSISTANTS:** This course is approved by the Florida Board of Occupational Therapy for 6 hours of credit.

**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 NY 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) for 6 contact hours of continuing education credit. Approval Expires: 02/21/2024. 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 provider of continuing education 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 approved as a provider of continuing education by the California Speech-Language Pathology and Audiology Board (SLPAB), #PPDP247, and by Kansas Health Occupations Credentialing. 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 (home study) credit. Approval Expires: 06/03/2023.

**NURSING HOME ADMINISTRATORS:** Institute for Brain Potential is approved as a provider of continuing education by the Kansas Health Occupations Credentialing. This program provides 6 CE hours.

**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 nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation. 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 IBP. 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.

*Resentment includes unresolved and toxic anger that fuels conflict and estrangement in our most important relationships.*

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

*Participants completing this 6-hour program should be able to:*

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

### Key Features of Resentment and Anger

- Resentment
- Anger

### Biological, Psychological, and Behavioral Aspects

- Altered Brain
- Chronic Disease
- Acute and Chronic Stress-Related States
- Resentment and Personality
- Cognitive Distortions
- Close Relationships
- Work

### Impact of Resentment

#### Clinical Subtypes

- The Acute Profiles
  - Triggering Events
  - Symptoms and Expression
  - Clinical Presentation
- Chronic Profiles
  - Triggering Events
  - Symptoms and Expression
  - Clinical Presentation

### Keys to Resolving Resentment and Helping People Victimized By Resentment

- Calming Strategies
  - Reducing Arousal
  - Lowering Tension
- Cognitive-Behavioral Strategies
  - Uncovering Perceived Injustice or Inequity
  - Identifying and Revising Expectations.
  - Previewing and Planning
  - Transforming Cognitive Distortions
  - Cognitive Reframing
  - Positive Psychology
    - Mindful Listening for the Health Professional
    - Training Non-Judgmental Awareness
    - Experiencing Gratitude, an Antidote for Resentment
    - Practicing Acceptance and Commitment
- Conflict Resolution
  - Reviewing Personal Awareness
  - Calming Reassurance
  - Defusing Conflict
  - Handling Difficult Conversations
  - Developing "Win-Win" Solutions
  - Pathways to Healing

### ABOUT THE INSTRUCTOR



*W. Robert Nay, Ph.D., is Clinical Associate Professor at Georgetown University School of Medicine and an internationally recognized expert in the treatment of anger-related disorders. In addition to over 30 research papers and chapters, Dr. Nay is author of leading texts 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 on anger, aggression, and relationships at medical centers and at seminars for health professionals.*

*Audiences appreciate his innovative teaching methods including the use of video clips that provide 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.*

## **Policies and Procedures**

1. You may order the audio CDs or audio-visual DVDs before the planned expiration date listed on the program brochure. You will have at least one year from the date you placed your order to complete the program for continuing education credit.
2. Course materials including CDs or DVDs, course outline and handouts, evaluation form, and post-test are delivered to you within 5-7 days from the date we receive your order. You will need a CD player to listen to the lecture on CDs and a DVD player to view it on DVDs.
3. Successful completion to receive continuing education credit includes 1) watching or listening to the recorded lecture and reviewing the course handouts, 2) submission of the evaluation form and post-test, and 3) receiving a passing score of 70% on the posttest. No partial credit is given.
4. Post-tests are usually scored within 5 workdays of their receipt; please allow 10 workdays. You may retake the posttest without penalty or fee.
5. Course evaluation form and completed posttest can be submitted to us by email at [ceu@4brain.org](mailto:ceu@4brain.org), fax at (209) 710-8306, or by mail at IBP Distance Learning, PO Box 2238, Los Banos, CA 93635.
6. A certificate of completion is provided upon successful completion. Please indicate whether you wish to receive the certificate by email, fax, or mail on the registration form.
7. If you are not completely satisfied, you may return the course materials in a resalable condition within 30-days of your purchase and exchange it for another home study program of equal value or obtain a full refund minus a \$15 processing fee by submitting a refund request in writing or by email at [refund@ibpceu.com](mailto:refund@ibpceu.com). Tuition for continuing education credit is not refundable. Course materials should be returned to us at IBP Distance Learning, 245 W Pacheco Blvd. Ste. C, Los Banos, CA 93635.

### **Dedicated Customer Service**

Call (888) 202-2938 or email [info@ibpceu.com](mailto:info@ibpceu.com) to inquire about course content, instructors, corrections, grading, or problem resolution, provide comments, request disability accommodations, submit a formal grievance, or remove your name from a list. Institute for Brain Potential complies with ADA requirements.

### **The IBP Experience**

Our non-profit organization, tax ID 77-0026830, is the leading provider of accredited programs concerning the brain and behavioral sciences. We have been providing informative and practical continuing education programs since 1984. Our programs include fascinating and informative presentations by outstanding and highly qualified faculty.