Avera SW Educational Series: Dealing with Difficult People/Situations
Presented by: Dan Burow

PURPOSE: This educational activity is part of the Avera SW Educational Series. This session will concentrate dealing with difficult people and situations within work as a social worker. The SW Educational Series is specifically designed to update participants on hot topics, evidence based practice, and local, state, and federal initiatives.

OBJECTIVES:

At the conclusion, participants should be able to:

1. Assess the needs of the other person in a difficult situation, including utilizing that assessment to minimize negative interactions with others.
2. Identify the 4 goals of misbehavior to minimize negative interactions with others.
3. Recognize how their own needs and beliefs contribute to negative interactions with others.

In order for you to successfully complete this activity and receive **1.0 SW hour**, you must:

a.   Register for the online activity
b.   View the attached video
c.   Complete the evaluation

Feedback Person for this education activity are listed below. If you have questions please contact them.

a.   Name & Email: Mollie Sanchez; mollie.Sanchez@avera.org

There is no conflict of interest related to this activity identified by planners, content specialists or feedback persons.

The expiration date for credit hours for this activity is **11/30/2020**.

Social Work Accreditation:
Avera Health Provider #1029 is an approved provider of continuing education by the South Dakota Board of Social Work Examiners. Social Workers will receive 1.0 continuing education clock hours for participating in this course.