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LTCSWI
1040 MARKET STREET
CARLISLE, IOWA 50047

ATTENTION: Social Services Dept.



FALL CONFERENCE 2017

Friday, October 27, 2017

You're Jumping on My Last Nerve:
Dealing with Difficult People
Celina Peerman, Ph.D.
Organizational Behavior Specialist
The Peerman Group

Serving Iowans on Medicare
in Nursing Facilities
Kris Gross
Director

*Iowa Senior Health Insurance
Information Program (SHIPP)*

Creating Safe and Welcoming Environments
for the LGBTQ Community
Daniel Hoffman-Zinnel
Executive Director
&
Keenan Crow
Director of Policy & Advocacy
Iowa One

Gateway Hotel and Conference Center
2100 Green Hills Drive, Ames, IA 50014

The LTCSWI Conference group rate is \$109 plus tax for *Double Queen* or *King*. To receive the preferred rate, **make your reservations by Thursday, October 5, 2017**, at 1-800-FOR-AMES or 1-800-367-2637.

Registration Deadline: **October 20, 2017**

You're Jumping on My Last Nerve: Dealing with Difficult People

Yep...we've all seen lots of it: behavior at work. Some of it helps us reach our goals; a lot of it doesn't. Difficult behavior from anyone can create communication difficulties, decreased service and often frustration and more. Leaders need to be able to identify the behaviors and have conversations to either get the undesirable behavior to stop or limit its impact on everyone else. As team members, we need to raise our awareness, model best practices, and address concerns professionally. Using evidence from the research, we'll apply key learning to everyday situations.



Come renew your energy and passion for social work by taking time out, strengthening your coping strategies and learning some new "words to say" in even the most difficult of times. It's time to celebrate the work you do and give you strength to go back refreshed and ready to make an even bigger difference in the lives of those around you.

Following this session, participants will be able to:

- Understand what motivates various types of behavior at work
- Identify triggers and circumstances that result in these behaviors to minimize destructive conflict, damaged trust and more
- Examine options to understand when to and when not to address to ensure best professional practice
- Apply tools and techniques to address difficult behavior and build stronger cross-disciplinary teams

Dr. Celina Peerman loves people and behavior at work...all kinds – the good, the bad, and all the other. With over 24 years of experience locally, state-wide, nationally, and with a few international projects too, she is passionate about people at work, people who drive organizational results every day. She holds a Master's degree in business, with an emphasis in Human Resources and a Ph.D. in Psychology. Celina is delighted to join us...to support our efforts for this day.

Serving Iowans on Medicare in Nursing Facilities

Following the presentation the participants will have a basic understanding of the Medicare program and the benefits and features of the program that are unique to nursing facility residents. Participants will:



- Know who is eligible for Medicare
- Be able to explain the four parts of Medicare—Parts A, B, C and D
- Be able to explain Medicare's coverage of skilled nursing care
- Understand how durable medical equipment is covered in a nursing home
- Understand how Medicare supplement insurance pays in relation to nursing home care
- Explain the importance of Medicare Part D drug coverage to nursing home residents and special enrollment periods available to them
- Understand Medicare Advantage plans and how they relate to care in nursing facilities
- Be able to make appropriate referrals to SHIIP

Kris Gross, Director of the Iowa Senior Health Insurance Information Program (SHIIP) at the state of Iowa Insurance Division for 27 years, oversees a network of 120 local volunteer organizations and 350 volunteer counselors who assist Medicare beneficiaries with questions and problems related to Medicare and health insurance. She has a M.S. degree in Consumer Economics from Cornell University in Ithaca, NY and a B.S. degree in Home Economics Education from Iowa State University.

Creating Safe and Welcoming Environments for the LGBTQ Community

Objectives:

- Increase knowledge regarding LGBTQ terminology, especially beyond the binary and transgender individuals
- Learn at least three specific skills to apply in creating safe and welcoming environments in the workplace
- Improve self-efficacy of applying skills in the workplace

Daniel Hoffman-Zinnel has served as One Iowa's Executive Director since January 2017. He has over 10 years of nonprofit experience working with the LGBTQ community, migrant and seasonal farmworkers, Latinx community, and individuals with intellectual disabilities. He has an Ed.D. in Leadership from Creighton University, and an M.A. in health studies from the University of Alabama.



Keenan Crow is the Director of Policy and Advocacy at One Iowa, joining the organization after a history of political and non-profit work in the state. He has worked to train a diverse number of organizations and institutions around LGBTQ issues including K-16 educators, local and federal agencies, businesses, health care providers, and law enforcement facilities. He also works with government officials to create policies that protect and advance LGBTQ equality in Iowa.



Schedule

- 8:00 a.m. Registration-Coffee, Juice, Bagels
- 8:25 Announcements
- 8:30 *Dealing with Difficult People*
- 10:00 Break
- 10:15 *Dealing with Difficult People ~ Cont.*
- 11:45 Lunch
- 12:30 p.m. *Medicare*
- 2:00 Break
- 2:15 *LGBTQ Environment*
- 3:45 Evaluations & Attendance Certificates

Continuing Education Credit

This program complies with the Iowa Board of Social Work Examiners Rules for Continuing Education, meeting 6.0 general education contact hours

Cancellation Policy: Fees will be refunded if requested before October 20, 2017. Refunds after that date due to personal emergency, must be requested in writing: LTCSWI, 1040 Market Street, Carlisle, IA 50047; or ltcswi@mchsi.com. Fifty dollars will be retained to cover meals and materials.

Please Note:

- It is difficult to maintain climate control in a conference facility that will satisfy all participants. Please dress accordingly.
- If you require special consideration for your dietary needs, call 515-989-6068, or email ltcswi@mchsi.com.
- Vendors will be provided with attendees' work contact information.
- To become a member and receive the discounted rate for this conference, send \$50 with your registration. Questions? Contact Ceci Johnson, Conference Coordinator, 515-989-6068 or ltcswi@mchsi.com

Handouts will be posted on our website prior to the conference and need to be printed out by attendees. You will be notified by email when the handouts are ready.

If you do not receive registration confirmation or handout notification before the conference, call 515-989-6068 or email ltcswi@mchsi.com

Registration Form LTCSWI Conference Fall 2017

Name _____

Facility/Agency _____

Facility Address _____

Daytime Phone # _____

LTCSWI Member? Yes No

Professional License # _____
(If Applicable)

E-Mail : _____

For Registration Confirmation and Handout Notification
If you do not receive registration confirmation or handout notification before the conference, contact 515-989-6068 or ltcswi@mchsi.com

Amount Enclosed: *[please check]*

- \$100 Member Fee
- \$160 Non-Member Fee
- \$50 Student or Retiree Fee
- \$50 Membership Fee to join LTCSWI

Total Enclosed: \$ _____

Please send check payable to:

**LTCSWI
1040 Market Street
Carlisle, IA 50047**

**Registrations Due By
October 20, 2017**

(For Association Use Only)

From _____

Received _____ Check # _____

Confirmed _____ Amount \$ _____

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