

# Being Effective With Challenging Behaviors and Situations

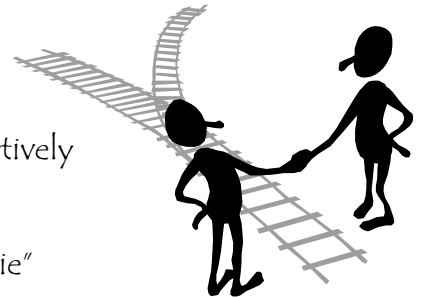
WHEN YOU EXPERIENCE CHALLENGING BEHAVIORS OR SITUATIONS DO YOU SOMETIMES FEEL CONFUSED, AGGRESSIVE, DEFENSIVE, OR JUST GO BLANK? AND AFTERWARDS WE MAY THINK . . . “WHY DIDN’T I . . .” OR “I SHOULD HAVE . . .” THESE TIMES REQUIRE SOME SPECIAL INSIGHTS & CHOICES. ARE YOU READY, NOW, TO BE MORE EFFECTIVE?

## COURSE OBJECTIVES

EACH PARTICIPANT WILL GAIN UNDERSTANDING ABOUT THE MOTIVATION AND NEEDS BEHIND BEHAVIORS AND LEARN OR RELEARN NEW ASSERTIVE TECHNIQUES TO STAY WITHIN THEIR OWN POWER CENTER.

## DISCUSSIONS WILL INCLUDE

- ▶ The most common kinds of challenging behaviors
- ▶ The four common “response traps”
- ▶ Turning conflict into cooperation and resolution
- ▶ Staying centered, listening effectively, responding assertively
- ▶ Recognizing when to stay and when to leave
- ▶ Techniques to be more effective with anyone, anytime
- ▶ Choosing how you want to feel, even during the “movie”



## PRESENTER

Danni Burton is a professional speaker, trainer and career/life coach to corporate, educational and individual clients. She brings humor, compassion, insight and knowledge to her work from her 30 years extensive background of education & experience.

**AUDIENCE :** K-12 TEACHERS AND ADMINISTRATORS

**COST :** \$85.00 (REGISTRATION FEE INCLUDES CONTINENTAL BREAKFAST AND SNACKS)

**REGISTRATION DEADLINE: AUGUST 11, 2008**

### Date and Time

August 20<sup>th</sup> ~ 9:00AM – 3:00 PM

### Location

Santa Clara County Office of Education  
1290 Ridder Park Drive  
San Jose, CA 95131-2304

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To register, go to <http://santaclara.k12oms.org>