



Danny Pettry's

Independent Education Program

Email: Danny@DannyPettry.Com

Thank You . . . for choosing
Danny Pettry's Independent Education Program
for your continuing education needs.

Notice: You most often get out of home study education what you put into it.

Course Outline

Course Topic

Effective Communicating Techniques for Dealing with People's Difficult Behavior

Therapeutic Recreation Knowledge Area

Foundation Knowledge: Theories of Human Behavior and Behavior Change

Clock Hours of Continuing Education

Five (5) contact hours or 0.5 CEUs

Please note that 10 contact hours is equal to 1.0 CEUs.

Course Goal

Increase awareness of communication skills needed to deal with people's difficult behavior in order to bring about a more positive outcome for all people involved.

Course Objective

Participant will be able to identify concepts needed for effective communication skills needed for dealing with difficult behaviors as evidenced by scoring a 70% or greater on the course exam before the end of the course timeframe.

Required Text: Brinkman, R. & Kirschner, R. (2002). *Dealing with people you can't stand: how to bring out the best in people at their worst*. New York: McGraw-Hill

Book Store: The required text can be purchased from Danny Pettry's online bookstore affiliated with Amazon:

<http://astore.amazon.com/dannypettry-20>

Contact Information

Course Instructor:	Danny W. Pettry, II, MS, CTRS
Office:	107 Albert Avenue Beckley, West Virginia 25801-2001
Office Hours:	Hours vary. Contact Danny by email or phone.
Email:	Danny@DannyPettry.Com
Phone:	304.412.4065
Online:	http://www.DannyPettry.Com

Course Requirements: What you'll need to do to complete this course:

1. Read the required reading listed above.
2. Review the study guide shown on the next page of this course outline
3. Take the online exam and earn at least a 70% score or better. You can re-take the exam as often as needed within a one-year timeframe.

Go to this link to take your exam:

<http://www.dannypettry.com/dp5pplskills.html>

You should be able to click on the link above to open it.
Click "allow."

FAQ: What if my computer does not allow me to click on the exam link above? You can type the link in your browser.

4. **Print the results page as proof of completion.**

FAQ: What if I don't have a printer? Send an email to Danny@DannyPettry.Com after completing the course with your name, address, and course completed, and title of the course and one will be sent to your email address.

Study Guide for the Online Exam

- How many different behavior patterns were identified by (Brinkman & Kirschner, 2002, p.3)
- How many choices were identified by (Brinkman & Kirschner, 2002, p. 12)?
- Which are the two areas that people focus on during times of difficulty according to (Brinkman & Kirschner, 2002, p. 14)
- What can you do to determine a person's communication style according to (Brinkman & Kirschner, 2002, p. 22)
- One way to deal with a person's difficult behavior by purposely mirroring the other person's body language according to (Brinkman & Kirschner, 2002, p.36) is called? This technique should not be used when the other person's behavior is aggressive
- Steven R. Covey (2002) claims in Habit 5 that a person should *seek to understand first and then be understood*. Brinkman & Kirschner (2004, p. 43) suggests "backtracking" to demonstrate:
- In chapter 6, titled: "Reach a deeper understanding" (Brinkman and Kirschner, 2002) argue that all people have these:
- Good speaking skills according to (Brinkman & Kirschner, 2002, ch. 7) include:
- If a person's difficult behavior is a result of your wrong-doing, (Brinkman & Kirschner, 2002, p. 74) suggest to:
- In a 1967 study by Alber Mehrabian, professor of U.C.L.A., it was identified that communication is (p. 192):

Instructor Bio

Danny Pettry is a Certified Therapeutic Recreation Specialist (CTRS). Pettry has a Master of Science degree in Therapeutic Recreation from Indiana University, Bloomington, Indiana and a Bachelor of Science degree in Park Resources and Leisure Services with an emphasis in Therapeutic Recreation from Marshall University, Huntington, West Virginia.

Pettry has provided recreation therapy services for children between the ages of 7 to 13 on who are in treatment for abuse and reactive behaviors since 2003. Pettry has also worked for in-patient skilled nursing and psychiatrics in Recreation Therapy for three Huntington, West Virginia facilities: Woodlands Retirement, HealthSouth Rehab, and St. Mary's Hospital.



Mr. Danny Pettry, II

Pettry has been an active and good-standing member of the American Therapeutic Recreation (ATRA) since 2000. He won the Peg Connolly Scholarship to the 2004 national conference in Kansas City. He was awarded an advocate of the year in 2005 by ATRA for outstanding efforts with the Recreational Therapy – Medicare Project. He served on the Peg Connolly scholarship committee in 2007 and 2008. Pettry is also an active member of the West Virginia Therapeutic Recreation Association (WVTRA) branch of ATRA.

Pettry has provided in-services throughout the state of West Virginia on:

- What is Recreation Therapy and the Importance of the Medicare Project
- How to Lead Group Activities for Diversion: training for technicians.
- Discovering the Secrets to Enjoying Work
- Teambuilding Workshops
- Writing Functional Outcome Goals
- The Therapeutic Benefits of Journaling

Important Notice

As with any continuing education agency, The National Council for Therapeutic Recreation Certification (NCTRC) does not pre-approve any continuing education courses for re-certification. All of the continuing education programs designed by Danny

Pettry follow the job analysis knowledge areas set by NCTRC, including:

- a. Foundation knowledge
- b. Practice of Therapeutic Recreation/ Recreational Therapy
- c. Organization of Therapeutic Recreation/ Recreational Therapy Services; and
- d. Advancement of the Profession

The Registered Nurses Board does pre-approve continuing education programs.

DannyPettry.Com is an approved provider of continuing education activities:

Nursing WV 2007-0520RN.

For additional information regarding pre-approval status, contact the RN Board:

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