



PERSONALITY or PERSONALITY DISORDER?

Effective Communication with Difficult, Disruptive and Deceptive Employees

December 12, 2018 9:00 AM to 4:30 PM

Workshop location: The Oil Center, 2601 NW Expressway Suite 111 West, Okc OK, 73112

SUMMARY

Innovative and thriving organizations are comprised of creative, technical and analytical employees. This type of diversity encourages change by prompting questions and fueling positive discussions. But what happens when these discussions turn to unhealthy disagreements because of opposing interests or personality clashes?

When healthy disagreements turn to disruptive and unresolved conflict, the words “*creative*”, “*technical*” and “*analytical*” are sometimes exchanged for more pejorative terms such as “*narcissist*”, “*borderline*” and “*anti-social*” when describing difficult coworkers. When conflict is ignored, or not managed properly, it often has as a negative impact on the employers and employees.

This workshop explores work-related conflict from both a mental health and management perspective. Adaptive and maladaptive behavior will be examined to help professionals distinguish between personality traits and personality disorders. Clinical strategies and best practices for managing conflict caused by personality differences as well as conflict resulting from personality disorders are introduced. Ethics in mental health and HR standards of conduct will also be discussed.

OBJECTIVES

1. Explore the fundamentals of personality.
2. Review ethical and professional standards of conduct.
3. List sources/reasons for conflict in the workplace and identify strategies for resolution.
4. Identify high-conflict personalities, mental health issues, safety concerns and legal considerations.
5. Participate in role-play and experiential communication/conflict management techniques.
6. Differentiate between overt and passive behavior.
7. Recognize characteristics of problem behavior and contrast to symptoms of personality disorders.

Ethical Practices:

8. Determine when to seek guidance or include assistance/direction from other professionals.
9. Identify clinical strategies and best practices for working with someone who has a personality disorder.
10. Discuss Dual Roles: HIPAA and peer diagnosis.
11. Discuss the role of social media on workplace behavior and relationships.

AGENDA

- 8:30 a.m.** **Registration and Welcome** (*Complementary Continental Breakfast*)
- 9:00 a.m.** **Foundations of Personality** Tama Cochran and Chani Cochran
- 9:30 a.m.** **Ethical and Professional Responsibility in the workplace** Kyle Killingsworth
- 9:45 a.m.** **Defining Conflict. Key components of conflict resolution**
- 10:00 a.m.** **Break**
- 10:15 a.m.** **When *Crucial Conversation* Matter.**
- Identifying difficult personalities.
 - Crucial Conversations: Why we need them and how to conduct them.
 - Identify the right problem; holding the right conversation
 - Role-play a crucial conversation
- 11:15 a.m.** **Is safety at risk?**
- Creating a safe environment: Scared, hurt, defensive employee(s)
 - Employer liability
 - Question and Answer forum
- 11:45 a.m.** **LUNCH** (*on your own*)
- 12:45 p.m.** **Professional and unprofessional conduct: Overt and passive behavior.**
Chani Cochran and Tama Cochran
- 1:00 p.m.** **Problem Workplace Behaviors vs. DSM – 5. Recognized Personality Disorders**
- 2:00 p.m.** **BREAK**
- 2:15 p.m.** **ETHICS – Accommodation vs. Enabling**
Implications for Providers, Employers, Supervisors and Co-workers
- 3:00 p.m.** **ETHICS – Dual Roles**
- HIPAA and the line between Consumer and Employee
 - The trap of peer diagnosis working in mental health
- 3:45 p.m.** **ETHICS – The role of social media in workplace behavior and relationships**
- 4:30 p.m.** **Adjourn**



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Chani Cochran, LCSW

Chani earned her MSW from The University of Oklahoma in 2006. Since that time, she has worked in Community Mental Health, Domestic Violence and Sexual Assault Services, Programs supporting Active Duty Military Families, Family Preservation Services, and Addiction Treatment. She has spent the past five years in Clinical Administration, with focus on Clinical Quality, Documentation Oversight, Training and Supervision, and Community Outreach. During that time, Chani also served as Field Liaison and Graduate Practicum Supervisor for Social Work and Counseling Students from a number of Universities. Chani has a passion for providing professional peer support through supervision and education and enjoys mentorship of new clinicians.

Tama Cochran, MSW

Tama is a retired, Licensed Clinical Social Worker, who served mental health, substance abuse and domestic violence clients for over thirty years. She received her Master's Degree in Social Work from the University of Oklahoma. During her career, Tama not only worked as a therapist and case manager in various venues. She also held the position of Director in a number of mental health and substance abuse programs in Oklahoma City...including Deaconess Mental Health, Integris Baptist Mental Health and Midwest City Mental Health. She also ran Integris Decisions Day Treatment Program and the Midwest City Day Treatment Program.

Tama has worked with children, adolescents, adults and geriatric clients. She has provided group therapy for women who were sexually abused as children. She has co-presented workshops on Teen Dating Violence, Experiential Therapy, Stress Management, and Domestic Violence treatment, including specific information regarding Parental Alienation. Though she has retired from her private practice, Tama continues to provide consultation for other therapists and maintains her interest in the field of domestic violence.

Kyle Killingsworth, SPHR, SHRM-SCP

Kyle is a proven strategic human resources business partner with over 25 of years of experience in successfully blending human capital strategies with business opportunities. He has led Human Resources and Organization Development professionals in providing support in the areas of strategic planning, talent management, employee relations, compensation and benefits administration, internal communications, training, executive coaching, recruiting and organizational and leadership development.

Since 2010 Kyle has been an Adjunct Faculty Member and Instructor of Human Resources and Organizational Development courses He has completed post graduate work at the University of Michigan in Strategic Human Resources Planning. He is a certified instructor in over 70 leadership development courses including Crucial Conversations, Crucial Accountability, Non-Harassment Training, and Change Management.