

Dr. Eric Frank is a licensed clinical psychologist. He has worked for a public agency that supports people with developmental disabilities since 1997, and with persons diagnosed with developmental disabilities and mental health issues since 1991.



Dr. Frank is a consultant with clinical expertise in the field of assessment, treatment, and support of people with intellectual and developmental disabilities with a history of high-risk behavior. He conducts trainings, performs forensic assessments, offers case consultation, and provides expert witness testimony. He has experience treating children, adolescents and adults in hospitals, mental health settings, secure residential placements, developmental centers, and group homes.

Eric earned a B.A. in psychology from Brandeis University in 1990 and a doctorate from the Adler School of Professional Psychology in 1996.

**CEUs:** This workshop qualifies for 5.5 ND Social Work contact hours (no charge) and 5.5 ND Board of Nursing contact hours (no charge). MSU CEUs are pending approval (\$20 recording fee).

The workshop sites are barrier free. Please note on the registration form if any special accommodations are needed. This brochure is available in alternate formats by contacting [cheryl.rystedt@minotstateu.edu](mailto:cheryl.rystedt@minotstateu.edu)



NONPROFIT  
U.S. Postage  
PAID  
Permit No. 13  
Minot, ND 58701

# Jumping Off The Not-So- Merry-Go Round

**Presented by:**  
Eric Frank, Psy.D

## Dates & Locations

**November 3, 2011**  
Comfort Inn, Bismarck

**November 4, 2011**  
Development Homes, Inc.  
Grand Forks

**Time:**  
9:00 am—3:30 pm Central



North Dakota Center  
for Persons with Disabilities  
*A University Center of Excellence*

# Jumping Off The Not-So-Merry-Go Round – Staff and Clinicians Building Therapeutic Relationships with Persons Who Demonstrate Challenging Behaviors

**Presenter:** Dr. Eric Frank

**Abstract:** Dr. Frank trains direct support professionals and other professionals in the human services field (i.e., clinicians, educators, supervisors, administrators) to recognize their unique responses to challenging and threatening interactions, and to commit to mentorship rather than react to urges.

## What is Jumping off the "Not-So-Merry-Go-Round" all about?

When the people we serve resist our help and engage us in challenging and sometimes threatening interactions, our immediate urge is to resist them or avoid them. Dr. Frank refers to our resistance or avoidance as "The ride." Rides take a mental and emotional toll on us, and they often lead to hostile and sometimes abusive encounters that can turn aggressive. In the workshop *Jumping off the "Not-So-Merry-Go-Round,"* Dr. Frank helps you uncover the different rides that harm your relationships and leave you feeling stressed and burned out. He then describes the Four Principles of the Mentor Mentality that, if followed, will help you avoid rides, maintain positive energy, and engage in the necessary actions that will promote positive, lasting change for the people you serve, and breakthroughs for you!

## What value does the workshop have?

The *Jumping off the "Not-So-Merry-Go-Round"* workshop is an enlightening, energizing, and essential experience for anyone working in challenging environments (e.g., residential settings, correctional settings, schools, nursing homes, hospitals) with people who demonstrate challenging behaviors. The content of the training and the experiential exercises have been designed to address the following issues that are a serious concern for all organizations:

- Abuse Prevention
- Staff Retention/Job Satisfaction
- Workplace Violence
- Quality of Life for People Supported
- The Mental and Emotional Health of Staff

**Time:** 9:00 am—12:00 & 1:00 pm—3:30 pm

**Fee:** \$85 per person

**Dates & Locations:**

**November 4:** Development Homes, 3880 S Columbia Rd. Grand Forks. Room block at the C'Mon Inn, 3051 32nd Ave. S (800) 255-2323. Reserve rooms before October 3.

**November 3:** Comfort Inn, 1030 Interstate Ave, Bismarck (701) 223-1911. Reserve rooms before October 19.

## How does the workshop create tangible results?

The workshop is designed to elicit changes in the attitudes, perceptions and actions of staff. The following learning objectives reflect how these changes are elicited:

- 1) Participants will recognize the stages experienced prior to a fight or flight response, and will identify their own fight or flight tendencies (i.e. rides) when involved in stressful encounters with people who demonstrate challenging behaviors. Participants will learn about the negative impact of rides on their effectiveness and satisfaction within personal and professional relationships.
- 2) Participants will learn how their beliefs, attitudes, and perceptions at work contribute to their stress, deplete their energy, and make it more difficult for them to be resilient and effective under threatening situations. Participants will learn physical and mental strategies to rejuvenate themselves so that positive energy is available to help them manage stress and remain mentors to the people they support.
- 3) Participants will be able to apply the principles of the mentor mentality during stressful encounters in order to increase their level of effectiveness and satisfaction within those relationships.
- 4) Participants will be able to consistently perform the task of "mentor maintenance" as a weekly exercise with their colleagues in order to create an open and supportive culture within the workplace, decrease power struggles, model inspired leadership, and consistently advocate for all people to experience meaningful connection to community.
- 5) Participants will brainstorm ways in which they can bring their own personal interests/hobbies to work in order to infuse positive energy into their relationships with the people they support. In this way, they can truly engage and empower those people to live richer, more meaningful lives.

## Jumping Off The Not-So-Merry-Go Round

The registration deadline is **October 19**. (Late registration will be accepted if space permits.)

Register online <http://www.ndcpd.org/events/workshops.shtml> or use this form to FAX or mail your registration.

\_\_\_\_ November 3—Bismarck  
\_\_\_\_ November 4—Grand Forks

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

**Agency or School** \_\_\_\_\_

**Address** \_\_\_\_\_

\_\_\_\_\_

**Telephone** \_\_\_\_\_

**Email** \_\_\_\_\_

**Accommodations Needed** \_\_\_\_\_

**Make checks payable to Minot State University** (\$85.00 per person) Participants will receive a copy of Dr. Franks workbook: *Jumping off the Not-So-Merry-Go Round* (\$22.95 value)

## For More Information

MAIL, EMAIL, or CALL:  
Mary Mercer or Cheryl Rystedt  
Minot State University/NDCPD  
Box 36, 500 University Avenue West  
Minot, ND 58707

(800) 233-1737 FAX (701) 858-3483  
mary.mercer@minotstateu.edu  
cheryl.rystedt@minotstateu.edu