



COACHING FOR SUCCESS

Difficult Patients

Working with and in service to others can bring great joys.
And intense frustrations! You probably already know how to relish the joys.
What about the frustrations?

Presented by Mimi Bacilek

Mimi Bacilek is an executive coach working with leaders as they build successful organizations and lives. President of **SUCCESSBUILDERS, LLC** a Rochester-based firm.

WEDNESDAY, NOVEMBER 10, 2010

8:30 am - 10:30am

Monroe County Medical Society

The Park at Allens Creek

132 Allens Creek Road

Rochester, NY 14618

PROGRAM is FREE for members/\$50 for non-members.

Join dozens of your colleagues for this highly interactive session and leave prepared to work effectively in situations fraught with conflict, aggravation and with unhappy people. We'll develop and practice a core set of self-management and communication skills that enable you to successfully navigate these tough situations. And we'll accomplish that through the lens of difficult co-workers, patients, families and even bosses.

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Registration Form—(11-10-10)

Name(s): _____

Practice Name: _____

Address: _____ City: _____ Zip: _____

Phone Number: _____ Fax Number: _____

E-mail: _____ a _____

PROGRAM is FREE for members/\$50 for non-members

_____ Payment of \$ _____ is enclosed. *(Checks should be made payable to "MCMS")*

_____ Please bill my credit card my *(check one)* MasterCard Visa \$ _____

Name (as it appears on card): _____

Card Number: _____ Exp. Date: _____

Signature: _____

Please mail completed form and payment to: MCMS, 132 Allens Creek Road, Rochester, NY, 14618

Registrations paid by credit card may be faxed to (585) 473-7641—Attn: Ginny

For more information, please call (585) 473-7573