

MARCH 25, 2010

## HANDLING CRISIS SITUATIONS

Review the “critical checklist” for responding when an intensely disruptive event affects the organization. Find ways of providing immediate – yet temporary – emotional “first aid” to your employees and co-workers and making effective referrals. Discuss ways to integrate preventive measures wherever possible while avoiding extremes.

**INSTRUCTOR: INSTRUCTOR: DR. GINA BUENEMAN-COOPER**

**GINA BUENEMAN-COOPER, PH.D.** is the primary training specialist with Cooper Management Training & Consulting, a firm she has owned since 1993. She is an international speaker with a clientele that includes schools, small businesses, large corporations, non-profit agencies, and government entities. Gina has a Ph.D. in Organizational Behavior, a Master of Arts in Management, a Bachelor of Science in Human Resources/Psychology, and a Associate’s degree in Human Services. She has also completed a Certificate in Ministry. In addition to running her own business, Gina has been a part-time instructor at Missouri Baptist University since 1993. She teaches many of the Management courses, but specializes in Economics.

**Location: MBCH Children and Family Ministries, 1837 E. Cherry St., Springfield, MO 65802**

**Time: 8:30am-12noon**

**Cost of Workshop: \$75**

**3 CEHs: Washington University, George Warren Brown School of Social Work for MO & IL**

**3 CEHs: NBCC**