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ONLINE CATALOGUE

Dealing with difficult people [videorecording]

	Author	
	Responsibility Data	executive producer, Darlene Como, David Wallace ; writer, Kate Mayer ; editor, Merle Mason ; Mosby-Year Book ; Studio Three Productions; Insight Media (Firm)
	Publication Data	New York: Insight Media, [2006]
	Series Data	Mosby's nursing leadership and management video series; Visual media for college and high school classrooms;
	Notes	DVD Educational videos Based on : Leading and managing in nursing / by Patricia S. Yoder Wise
	Description	1 videodisc (30 min.) : sd., col. ; 4 3/4 in.
	Subject Area	Medical sciences
	Abstract	Using narration, interviews with real-life nurse managers, and graphics and scenarios to illustrate the keypoints, this video defines how to deal with difficult people using critical thinking, and demonstrates practical uses for the problem solving and decision making processes.
	Subject Headings	Nursing Nursing services -- Administration Leadership Problem solving Decision making
	Call Number	610.73 DEA