Preventing & Managing Conflict in Healthcare

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Recognized as an Advanced Practitioner by the International Association for Conflict Resolution

The healthcare setting is rife with conflict....but you already know that. This course will equip you to navigate successfully through the daily conflicts common to healthcare settings. Attendees will improve their skills related to:

* Managing difficult people
* Giving and receiving feedback (and criticism) effectively
* Developing incentives to encourage positive behaviors and attitudes in your co-workers and subordinates
* Calming distraught individuals
* Negotiating and communicating your needs up the chain of command.

This class is designed for all people working in healthcare from physician leaders, nurses, receptionists, patient care advocates, Ombuds, and others.

May 15, 2017 from 9:00am—4:00pm at Kennesaw State University

Cost: $100.00
(training materials and lunch included)

Register at: http://conflict.hss.kennesaw.edu/training/upcoming-workshops/

Registration Deadline: May 8. 2017

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Cancellation Policy: Prior to May 1, 2017—full refund, May 2-8, 2017—$25 administration fee will be applied, May 9-14, 2017—$50.00 administration fee will be applied and after May 15, 2017—no refund allowed.