Can’t We All Just Get Along?
Handling Conflict and Confrontation

DATE & LOCATION
December 4, 2019
9:00 am – 3:30 pm
Handelman Conference Center
7090 Samuel Morse Drive # 400
Columbia, Maryland
Registration & breakfast begin at 8:30am
Doors open at 8:15 am

TARGET AUDIENCE
• Executive Directors / CEOs
• Administrators
• Assistant Living Managers
• ALL Departments Staff

CEU — 5.5
• Administrator
• Social Worker
• Assisted Living Manager

FEES
• LifeSpan Members — $165
• Nonmembers — $265

PROGRAM
Is there anything that can spoil your work day more than anger, disgruntled clients, or excessive conflict and confrontation in the workplace? YES! Not knowing how to handle it!

Most people deal with conflict and confrontation in two ways: act now, think later or the silent treatment. If you dread confrontation, chances are you could be paying a heavy price, at the expense of your career success and personal happiness. Let’s face it – to be successful, you must be able to deal with tough conflict situations – positively and professionally when resolving disagreements amongst staff, building supervisor-subordinate relationships, or confronting a difficult client.

The skills and tips you’ll get at this workshop will change your life and put you in position for amazing career success. You’ll gain more cooperation from others, strengthen workplace relationships, enjoy your job more, be more productive, decrease your stress, and earn the respect of everyone you work with. This workshop will give the confidence and tools you will need to resolve disagreements and conflict in a win-win environment.

OBJECTIVES
Participants will learn how to:
1. Understand conflict and the basic causes.
2. Recognize behaviors and symptoms of brewing conflict and the ability to head it off beforehand.
3. Handle confrontation calmly and professionally, without fear or anxiety.
4. Identify listening techniques without involvement.
5. Keep anger and unwanted emotions in check at all times.
6. Use disagreement as a tool to strengthen your team and improve cooperation.
7. Recognize warning signs that let you know you are dealing with a client who is working themselves up for confrontation.
8. Identify self-development methods to help build rapport with angry clients and save the situation.
9. Effective communication tools – the key to minimizing conflict and resolving disagreements.
10. How to take care of YOU when the stress of conflict has taken its toll.

SPEAKER
Tangie Newborn, President
Immense Business Solutions

IN THE EVENT OF INCLEMENT WEATHER, PLEASE CALL 410-381-1176 FOR SEMINAR STATUS
Continuing Education Credits
This program is approved for 5.5 credit/contact hours. This program is approved by the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners of Long Term Care Administrators. This program is approved by the Maryland Board of Social Worker Examiners for Category I continuing education for social workers in Maryland. Approved by the Office of Health Care Quality for continuing education for assisted living managers.

Registration Policies
1. Please mail or fax your registration early. Space is filled on a first served basis. Policy and deadlines for registration are the same by fax as by mail.
2. Please enclose a check or complete the credit card registration below. Faxed registrations must include credit card or purchase order information.
3. Registrations and payment must be received no later than five days prior to the workshop.
4. We reserve the right to cancel this program due to insufficient registration.

Cancellation Policy
Refunds, minus a $25 processing fee per registrant, will be honored if requested in writing five (5) business days prior to the date of the seminar. In the event of emergency, attendees may send substitutions in their places without prior notification. Additional fees may apply.

Inclement Weather Policy
If Howard County Public Schools are closed or opening late due to inclement weather, all seminars are CANCELLED. Registrants will be contacted regarding rescheduling arrangements.

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Registration Form
Can We All Just Get Along: Handling Conflict and Confrontation
December 4, 2019

PLEASE PRINT. Copy this form for multiple registrants. Please register and return by December 2, 2019

Name __________________________________________ Title __________________________

Email (Work) **Required**

NH Administrator License# __________________________ NAB CE Registry # ________________

Facility Name ____________________________________________________________________________

Facility Address ___________________________________________________________________________

City __________________________________________ State ____________ Zip ________________

Work Phone ______________________________________ Fax __________________________

Fee: LifeSpan Members: $165 Nonmembers: $265 Total Amount Due $___________

Please mail with check payable to: **THE BEACON INSTITUTE**, 7090 Samuel Morse Dr, Suite 400, Columbia, MD 21046

Or fax with credit card information to 410.381.6061

[ ] VISA [ ] MASTERCARD

Name on Card ________________________________ Account No. __________________________

CVV2 Security Code __________ Expiration Date __________ Signature __________________________

CREDIT CARD BILLING ADDRESS

____________________________________________________________________________________

Card Holder Email Address _____________________________________________________________

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For additional information, please call Annmarie Gordon at 410.381.2401, x240 or agordon@lifespan-network.org