DATE & LOCATION
March 13, 2019
9:00 am – 3:30 pm
Handelman Conference Center
7090 Samuel Morse Drive
Suite 400
Columbia, Maryland
Registration & breakfast begin at
8:30am Doors open at 8:15 am

TARGET AUDIENCE
• Skilled Nursing Facilities Staff
• Independent Living/Subsidized
Housing Staff
• Assisted Living Facilities Staff
• ALL Department Heads /
Managers
• Supervisors / Leads

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

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

SPEAKER
Tangie Newborn,
President
Immense Business Solutions

PROGRAM
If people are in the workplace, at some point conflict is inevitable. Effective
communication helps us better understand a person or situation and ena-les us to resolve differences, build trust and respect and a more healthy
working environment. As simple as communication seems, much of what
we try to communicate to others—and what others try to communicate
to us—gets misunderstood, which can cause conflict and frustration.

The key to successful conflict resolu-
tion is communication. In workplace
or personal negotiations, effective
communication is paramount to han-
dling conflict. Conflict arises anytime
two or more people disagree. If all
departments or teams don’t communi-
cate with one another effectively, a minor
contact can soon become a catastro-
phe and possibly even escalate into a
physical altercation. Conflicts often
end unresolved, with some or all of
the parties feeling inferior. There are
many ways you can avoid this type of
fruitless conflict. This seminar will fo-
cus on developing effective communi-
cations, conflict resolution and prob-
lem solving skill.

OBJECTIVES
1. Recognize the causes of
workplace conflicts.
2. Explain how differences in
communication styles can
produce tense situation.
3. Barriers to effective commu-
nication.
4. Suggest solution for manag-
ing cultural expectations and
differences.
5. Identify barriers that create
divisions between workers.
6. Describe utilizing team con-
cepts in dealing with prob-
lem resolution
7. Identify steps in problem
resolution.
8. Identify basic skills necessary
to deal with conflict resolu-
tion.
9. Identify how supervisory
methods that are inappro-
priate can generate conflict.
10. Identify critical thinking skills
necessary for front line su-
pervisors to enhance prob-
lem solving techniques.

TOPICS
1. Factors that create conflict in the workplace
2. Define and label the problem
3. Analyze the root cause of the problem
4. Conflict— resolution strategy and explore optional solutions to the prob-
lem/conflict
5. Procedure to resolve disagreement and make a decision based on the best
solution to the problem/conflict
6. Listening skills to improve the chances for open and effective communica-
tion
7. Cultural experience and diversity affect Interpretations
8. Create an action and plan to resolve the problem/conflict and check-in
Continuing Education
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. The Beacon Institute is an approved provider of continuing education by the Maryland Board of Social Worker Examiners and this course is approved for Category I continuing education credit for Social Workers license in Maryland. The program is approved by the Office of Health Care Quality (OHQG) for continuing education credits 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. Other 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.

DIRECTIONS
Handelman Conference Center 7090 Samuel Morse Drive, Suite 400 Columbia, MD 21046

FROM INTERSTATE 95
Take the MD-175 W EXIT 41, toward Columbia. Merge onto MD-175 W/Rouse Pkwy. Turn slight right onto ramp to merge onto Columbia Gateway Dr. Follow approximately 1.5 miles to a left onto Samuel Morse Dr. (If you reach Robert Fulton Dr. you've gone too far). 7090 is on the right and at the end of Samuel Morse Drive. Turn towards the office building. Follow the signs to go left around the building to the Handelman Conference Center. The Conference Center is located at the rear of the building.

FROM ROUTE 32
Take Exit 14 for Broken Land Pkwy. Merge onto Broken Land Pkwy. Turn right onto Snowden River Parkway. Immediately after the light at Oakland Mills Rd, use the right lane to take the ramp onto Robert Fulton Drive. Follow to the end and turn right onto Columbia Gateway Dr. Take the 1st right onto Samuel Morse Dr. (If you reach Albert Einstein Dr you've gone too far). 7090 is on the right and at the end of Samuel Morse Drive. Turn towards the office building. Follow the signs to go left around the building to the Handelman Conference Center. The Conference Center is located at the rear of the building.

FROM FREDERICK and points West
Take I-70 E toward Baltimore. Continue on I-70 to merge onto US-29 S/Columbia Pike S via EXIT 87A toward Columbia/Washington. Keep left to take MD-100 E via EXIT 22 toward Glen Burnie. From MD-100 take Exit 3 for Snowden River Parkway. Immediately after the light at Oakland Mills Rd. use the right lane to take the ramp to merge onto Robert Fulton Dr. Follow to the end and turn right onto Columbia Gateway Dr. Take the 1st right onto Samuel Morse Dr. (If you reach Albert Einstein Dr you've gone too far). 7090 is on the right and at the end of Samuel Morse Drive. Turn towards the office building. Follow the signs to go left around the building to the Handelman Conference Center. The Conference Center is located at the rear of the building.

Registration Form
Conflict Resolution, Problem Solving and Critical Thinking
March 13, 2019

PLEASE PRINT. Copy this form for multiple registrants. Please register and return by March 11, 2019.

Name ___________________________________________ Title ________________________________

Email (Work) Required _____________________________________________________________

NH Administrator License# ____________________________ NAB CE Registry ID# ____________________________

Facility Name __________________________________________________________________________

Facility Address _______________________________________________________________________

City ___________________________________ State ___________ Zip ____________________________

Work Phone ____________________________________ Fax _________________________________

Fee: ___ LifeSpan Members: $165 ___ Non-members: $265 Total Amount Due $ __________________

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

Or fax with credit card information to 410.381.6061

Name on Card _______________________________ Account No. ________________________________

CVV2 Security Code ___________ Expiration Date _______ Signature __________________________

Credit Card Billing Address _______________________________________________________________________

Card Holder Email Address _________________________________________________________________

QUESTION? Please call Annmarie Gordon at 410.381.2401, x240 or agordon@lifespan-network.org  www.LifeSpan-Network.org