



Creative Problem Solving, Conflict Resolution and Critical Thinking

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 enables 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 resolution is communication. In workplace or personal negotiations, effective communication is paramount to handling conflict. Conflict arises anytime two or more people disagree. If all parties involved don't communicate with one another effectively, a minor conflict can soon become a catastrophe 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 focus on developing effective communications, conflict resolution and problem 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 communication.
4. Suggest solution for managing cultural expectations and differences.
5. Identify barriers that create divisions between workers.
6. Describe utilizing team concepts in dealing with problem resolution
7. Identify steps in problem resolution.
8. Identify basic skills necessary to deal with conflict resolution.
9. Identify how supervisory techniques that are inappropriate can generate conflict.
10. Identify critical thinking skills necessary for front line supervisors to enhance problem 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 problem/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 communication
7. Cultural experience and diversity affect Interpretations
8. Create an action and plan to resolve the problem/conflict and check-in

**IN THE EVENT OF
INCLEMENT WEATHER,
PLEASE CALL 410-381-1176
FOR CLASS STATUS**

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 (OHCQ) 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 (Located at rear of Building)**

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 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 _____