



Just Announced – 2011 Training Dates!

**Healing Conversations:
Conflict Management Skills for Risk Managers**

This popular and comprehensive skills building course is designed for Risk Managers and other Healthcare Professionals who are involved in the management of conflict across the healthcare spectrum. It is especially useful for individuals who deal with patients, families and providers upset over unexpected adverse outcomes and medical errors, and to those who handle challenging staff, peer, and intra-group disputes.

Through presentations, exercises, simulations, and experiential practice, participants will deepen their understanding about the underlying causes of conflict, and learn how to successfully resolve conflicts within their own organizations. In an exciting and fresh approach, participants will also learn how the latest concepts in conflict management (such as **emotional intelligence** and the **role of apologies, coaching techniques**, assisting with **disclosure conversations**, and **rebuilding trust**) are being applied in a health care setting. An overview of recent developments in the field, such as the use of mediation and Ombudsmen will also be highlighted and integrated into the model being presented.

This customized 5 day class is divided into 2 separate offerings. The first 3 day session - **Concepts, Techniques and Coaching** - is focused on learning the conflict management essentials of effective communication, collaborative problem solving, and how to have an effective disclosure conversation. The second 2 day session - **Integration and Practice** - builds on the core skills to bring providers, patients and families together in group facilitated sessions to attempt resolution outside of litigation, providing substantial time for role plays, coaching, and feedback.

Training location:

RCM&D Headquarters
555 Fairmont
Towson, Maryland 21283

Dates & Tuition

Session I: Concepts, Techniques and Coaching: March 9-11, 2011

Tuition: \$950 (Early Bird Discount: \$850)

Session II: Integration and Practice: March 24-25, 2011

Tuition: \$725 (Early Bird Discount: \$625)

Register by Feb 18 to save!

To register, call or email:

Carole Houk International
703.578.0570/ 703.966.8302

chouk@chi-resolutions.com / www.chi-resolutions.com

Space is limited – Register today!

Healing Conversations: Conflict Management Skills for Healthcare Risk Managers

Training Registration Form

Please complete the registration form and email to chouk@chi-resolutions.com, or fax it to the office at 202-403-3946 to register even if you will be mailing it in with a check. If additional Registration Forms are needed, copy this form or download and print PDF of Registration Form from the website www.chi-resolutions.com

Name: _____

Title: _____ Organization: _____

Address: _____

City: _____ State/Province: _____ Zip Code: _____

Email: _____ Phone: _____

Please check here if you will need special accommodations to participate in this conference. _____

COURSE FEES

***Healing Conversations Part 1: Conflict Management Skills for Risk Managers**

Concepts, Techniques and Coaching: March 9-11, 2011

RCM&D HQ, 555 Fairmont, Towson, MD 21283

Tuition: \$950 *Early Bird Discount –register by Feb 18 to save \$100!* \$850

Healing Conversations Part 2: Conflict Management Skills for Risk Managers

Integration and Practice: March 24-25, 2011

RCM&D HQ, 555 Fairmont, Towson, MD 21283

Tuition: \$725 *Early Bird Discount – register by Feb 18 to save \$100!* \$625

Prerequisite: Healing Conversations, Part 1.

Total for both course segments: \$1675.00 *Discounted rate for early birds: \$1475!*

Course registration will not be confirmed until course is paid in full. If your registration is not paid in full 2 weeks prior to the course you will not be confirmed and your seat will be given to a person on the wait list.

METHOD OF PAYMENT

Checks or money orders should be in United States funds, payable to: Carole Houk International.

TO RESERVE YOUR SEAT EMAIL, FAX OR MAIL REGISTRATION FORMS TO:

- Email to chouk@chi-resolutions.com or
- Fax to: 202-403-3946, or
- Mail to: Carole Houk International
2400 Garnett Drive, Alexandria, VA 22311

GENERAL INFORMATION

SCHEDULE

The training day will run from 8:30am to 5pm, with mid-morning and mid-afternoon breaks, and include morning coffee and tea and a catered lunch on site.

PREREQUISITES:

Each course will list the prerequisites for that course. The prerequisites have been determined by the instructors so that the majority of course attendees have the same level of understanding and knowledge.

(*) No prerequisites required.

MAXIMUM ATTENDANCE:

Each CHI course lists the maximum number of attendees per course and will be adhered to. On-site registration is discouraged and on-site registrants may not be able to attend if the course has already reached maximum enrollment. CHI will maintain a 'Wait List' if a course reaches the maximum enrollment.

METHOD OF PAYMENT:

Checks or money orders should be in United States funds, payable to: Carole Houk International.

Note: Your registration will not be confirmed until payment is received.

CANCELLATION POLICY/ REFUNDS:

Notice of cancellation must be in writing via facsimile or e-mail. Cancellation by telephone is not allowed. To cancel via e-mail, send the cancellation notice to: chouk@chi-resolutions.com. To cancel by fax, send the notice to 202-403-3946. If you must cancel your registration, you are encouraged to send a substitute to take your place. Please contact the office and notify us of the change so we can arrange for a name badge and certificate. If you cannot find a substitute to take your place, please refer the cancellation policy shown below.

- 10 business days prior to the course = 100% refund
- 5-9 business days prior to the course = 50% refund
- 0-4 business days prior to the course = No refund

SUBJECT TO CHANGE OR CANCELLATION:

All CHI Courses are subject to change and/or cancellation. We ask that you not make your hotel reservations or travel plans until you have received a confirmation from the office that you are registered for the course. If you do not receive a confirmation either in the mail or via email, please contact CHI to check status of registration.

