



## Fall Training Now Open!

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

CHI is offering a customized 5 day conflict management and resolution skills training for up to 24 participants, ***divided into 2 separate offerings*** for ease of scheduling for participants. **The first 3 day session - *Concepts, Techniques and Coaching*** - is focused on learning the conflict management essentials of effective communication, interest based negotiation, 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 roleplays, coaching, and feedback.

This comprehensive skills building course is ***designed for Risk Managers*** who are involved in the management of conflict across the healthcare spectrum - from dealing with patients and families upset over unexpected adverse outcomes and medical errors to handling 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 utilization of Ombuds/mediators will also be highlighted and integrated into the model being presented. ***Class size limited to 24 for maximum interactivity and learning.***

#### **Training location:**

RCM&D Headquarters  
555 Fairmont  
Towson, Maryland 21283

#### **Dates & Tuition**

***Concepts, Techniques and Coaching:*** October 27-29, 2009

Tuition: \$950 (*Discounted rate for RCM&D Clients: \$790*)

***Integration and Practice:*** November 11-12, 2009

Tuition: \$725 (*Discounted rate for RCM&D Clients: \$550*)

#### **Contact Information:**

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