

# Managing Conflict in the Workplace

December 1, 2017 // 8:45 am - 12:00 pm // Check in @ 8:30 am

Training Room // Upstate AHEC // 104 South Venture Drive, Greenville, SC

## Program Purpose:

To understand the issues of conflict, how to recognize and respond to conflict and discover strategies for effective negotiation.

## Target Audience:

All Healthcare Professionals



## Program Objectives:

At the conclusion of this program, the participant should be able to -

- Define what conflict is.
- Identify different conflict styles and how to use this to assist in the successful negotiation of any situation.
- Discuss the role anger plays in communication.
- Implement ways to improve communication to a "win-win" situation.

## Program Fee:

- \$0 for Upstate AHEC Members
- \$75 for Non-Members

## To Register:

Visit [www.upstateahec.org](http://www.upstateahec.org)  
For registration issues,  
please call 864.349.1160

## Program Instructor:

### **Nicole M. Cavanagh, PhD, LISW-AP/CPs**

Dr. Cavanagh is the BSW Field Coordinator and an Assistant Clinical Faculty in the College of Social Work at the University of South Carolina in Columbia, South Carolina.



## Continuing Education Credits:

**Licensed Professional Counselors and Therapists** - This program has been approved for 3 hours of continuing education by SC AHEC under its accreditation by the SC Board of Examiners for Licensure of Professional Counselors, Marriage and Family Therapists and Psycho-Educational Specialists

**Licensed Nurses** - Upstate AHEC is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. Upon successful completion of this program, attendees will receive 3 contact hours. [www.nursecredentialing.org/accreditation.aspx](http://www.nursecredentialing.org/accreditation.aspx)

**Social Workers** - This program has been approved for 3 clock hours of social work continuing education by Upstate AHEC, as part of the SC AHEC system, under its accreditation by the SC Board of Social Work Examiners.

**Dietitians** - 3 hours of CPE for registered dietitians.

**Respiratory Care Practitioners** - 3 clock hours will be awarded by Upstate AHEC, an approved provider of continuing education for respiratory care practitioners by the SC Board of Medical Examiners.

**Others** - This program is approved for 0.3 CEUs (3 clock hours) by Upstate AHEC and meets the SC AHEC Best Practice Standards.

**Successful completion of the program requires attendance for at least 90 percent of the course and a completed online evaluation by the participant within 10 calendar days from the program date. No partial credit is available.**

**Cancellation Policy** - No refunds will be given if request is received less than 48 hours prior to the program. Participant substitutions will be offered. If applicable, registration fees will be refunded if a program is cancelled.

Upstate AHEC is committed to a policy of non-discrimination involving equal access to education and employment opportunity to all, regardless of sex, race, religion, color, national origin or disability. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act in order to participate in this program, please call 864.349.1160.

### Disclosure Statement -

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