



Communication Skills Training: *Handling Work Place Conflicts*

Course Information

Release Date: April 1, 2009

Expiration Date: March 31, 2010

Target Audience: Health care providers working in Special Diabetes Programs for Indians (SDPI) grant programs.

Activity Overview:

The IHS Division of Diabetes Treatment and Prevention recognizes that communication skills are critical and central to ongoing success and satisfaction of programs and their participants in SDPI programs. Despite the excellent knowledge base and training of many who work within SDPI programs, few people are provided with education in communication practices. With this in mind, a series of trainings was developed that will not only increase the knowledge of communication skills, but also provide SDPI program staff with experience in the communication process.

Description

Conflicts happen. You probably experience them every day. They don't have to be uncomfortable, and they don't have to escalate. This training will help you see that in every conflict there is an opportunity to find common ground, and come together to achieve goals. By learning these solid conflict resolution skills, the thought of facing conflict will no longer be anxiety-producing. This training will give you the knowledge and experience so you can deal confidently with conflicts no matter how large or small.

The training consists of two phone calls, a discussion of conflict resolution skills, a short quiz and an evaluation.

Learning Objectives

At the end of this training, you will be able to:

- Identify the four levels of conflict communication.
- Apply skills that enhance the four levels of conflict communication
- Describe the two goals of conflict resolution
- Describe one change you can make in your practice as a result of completing this training.

We encourage you to complete the training in one sitting; it takes approximately one hour to complete. Print the *Presentation Handout* so you can follow along and take notes. This will help you successfully complete the quiz. You can start and stop the

training, but you will need to note where you stop as the program does not keep track for you.

NOTE: If you stop once you start the final section with the quiz and practice session, your answers will not be saved. Your computer will not remember your answers, nor will it score your quiz unless you complete the final section in one sitting.

If you have trouble viewing this training on-line, check your system to make sure you have the appropriate hardware and software. If you have questions, please contact us at diabetesprogram@ihs.gov.

Continuing Professional Education (CE) Credit Information

To receive CE credit, you must view the entire training, successfully pass the quiz (score equal to or greater than 80%) and complete an evaluation. You will be able to print a "Certificate of Continuing Education Credits" on-line following the training.

Accreditation Statements

The Indian Health Service (IHS) Clinical Support Center is accredited by the Accreditation Council for Continuing Medical Education to sponsor continuing medical education for physicians.

The IHS Clinical Support Center designates this continuing education activity for 1 hour of Category 1 credit toward the Physician's Recognition Award of the American Medical Association. Each physician should claim only those hours of credit he or she actually spent in the educational activity.

The American Academy of Physician Assistants (AAPA) accepts this AMA Category 1 credit for physician assistants.

The Indian Health Service is accredited as a provider of continuing education in nursing by the American Nurses Credentialing Center Commission on Accreditation.

This activity is designated 1 contact hour for nurses.

The Indian Health Service (IHS) Nutrition and Dietetics Training Program (NDTP) is accredited by the Commission on Dietetic Registration to sponsor continuing professional education for Registered Dietitians. This activity has been awarded 1 CPEU. The IHS NDTP number is NU006. Each attendee should only count the number of hours for each activity attended.

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Disclosure Statements

All planning committee members, and all faculty for this series of trainings have completed the disclosure process and have indicated they have no significant financial relationships or affiliations with any product or commercial manufacturer that might constitute a conflict of interest. Additionally, each faculty member has indicated that he or she will identify any experimental or “off-label” uses of any medications, and will use generic names or multiple trade names when discussing medications.

Hardware/Software Requirements:

Flash Player 8 or higher

Windows	Macintosh
Intel Pentium II 450MHz or faster processor (or equivalent)	PowerPC G3 500MHz or faster processor
128MB of RAM	128MB of RAM

Operating systems and browsers

Flash Player 8 is supported on the following operating systems and browsers:

Windows

Platform	Browser
Microsoft Windows 98	Microsoft Internet Explorer 5.5, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, AOL 9, Opera 7.11 or later
Windows Me	Microsoft Internet Explorer 5.5, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, AOL 9, Opera 7.11 or later
Windows 2000	Microsoft Internet Explorer 5.x, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, CompuServe 7, AOL 9, Opera 7.11 or later
Windows XP	Microsoft Internet Explorer 6.0, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, CompuServe 7, AOL 9, Opera 7.11 or later
Windows Server 2003	Microsoft Internet Explorer 6.0, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, CompuServe 7, AOL 9, Opera 7.11 or later

Macintosh

Platform	Browser
Mac OS X v.10.1.x, 10.2.x, 10.3.x, or 10.4.x	Internet Explorer 5.2, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, AOL for Mac OS X, Opera 6, Safari 1.x or later

To view video segments - 500kbps (broadband, such as: DSL, cable modem, T1 or faster)