

BEDFORD CARE CENTERS
PRESENTS

Who's the Boss?

Exploring Conflict Resolution for a
Healthy Workplace



NHA CEU Program

June 7, 2022

8:30 - 12:30

The Walnut Room

150 Walnut St., Hattiesburg MS

Presenter: Lindsey Lewis, PhD

Conflict Resolution



Who's the Boss?

Conflict Resolution Strategies for a Healthy Workplace

presented by Dr. Lindsey Lewis

About the Speaker

Dr. Lindsey Lewis is the owner and lead facilitator of iNGAGE Talent Development. In her role, she helps organizations maximize their greatest resource- their people, through customized training and employee development interventions. Her passion for long-term care was sparked in 2011 when she began working for an organization owning centers across the state of Mississippi.

Lindsey is a Certified Positive Approach to Care Trainer and a Certified Coach. The Positive Approach to Care is a trademark of Teepa Snow, Occupational Therapist turned Dementia expert, educator, and coach. For more information, visit www.teepasnow.com. Lindsey is also a Virtual Dementia trainer and has lead hundreds of individuals through this experiential learning training.

In addition to her PAC certifications, Lindsey is a Certified Training Specialist with the University of Southern MS and holds training certifications in DiSC Workplace Personality Profiles and the Virtual Dementia Tour. Lindsey has a passion for persons living with dementia and enjoys sharing practical, effective techniques for assisting these individuals with a variety of learners including direct care staff, family, and community members.

Overview:

Conflict Resolution is an important part of leadership however, employees often lack the skills to know when and how to manage conflict in their organization. Conflict Resolution strategies will help supervisors manage conflict without losing time or production

Objectives:

- Identify the Five Conflict Resolution Strategies and approach situational uses
- Compare the strategies to DiSC styles and determine personal preference
- Practice selecting and utilizing the correct strategy through role play
- Develop a conflict resolution action plan



Who's the Boss?

This seminar extends 4 hours CEUs for Nursing Home Administrators
through Mississippi State Board of NHAs.

Registration Form

Registration deadline is June 1, 2022 and will
NOT be available at the door

DATE OF REGISTRATION

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ATENDEE INFORMATION

Name :

Facility Name :

Facility Address :

City, State, Zip :

Email :

Phone :

MSNHA License
NO:

Registration Fee \$75

PLEASE MAIL CHECK ALONG WITH COMPLETED
REGISTRATION FORM TO
BEDFORD CARE CENTERS
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