

**Community Health
Education Center (CHEC)**

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Conflict Resolution

**TUESDAY,
DECEMBER 2, 2008
9:30 am-12:30 pm**

How does conflict affect your work with clients?

- ◆ Do you ever need to mediate conflicts between your clients and their friends or family members?
Between clients and other agencies?
- ◆ Is it difficult for you to confront clients who don't follow the rules of your program?
- ◆ Do you always feel the need to win an argument?

Conflict will always be a part of our lives and work. But we need to learn how to handle it in a productive way.

This training will help you recognize your own approaches to conflict and identify other options and interventions for solving and de-escalating difficult situations. We will use case examples, exercises and discussion to help you practice working toward "win-win" resolutions to common conflicts.

Trainings are free of charge, but you will be held to CHEC's policies. Deadline for registering is December 1, 2008.

Date: _____	Name/Title: _____
Organization/Program: _____	
Full Address: _____	
_____	Email: _____
Telephone: _____	Fax: _____
Supervisor's name: _____	
Telephone: _____	Email: _____
Do you need individual arrangements (i.e., ASL)?: _____	

**For more information, please call Luisa Tavares at (617) 534-2432. Fax number is 617-534-5485
With validation parking is now \$5.00. Participants must bring their parking ticket for validation.
Participants will be responsible for the entire parking fee if ticket is misplaced,
participant arrives late, leaves early or is turned away.**