



Certificate of Training

Rosalia E Aiello

Earned 1 contact hour
MALA Annual Conference & Dementia Summit (Virtual):

Tips and Techniques to Conflict Resolution: Listen Better, Talk Less and Ask Good Questions

on: October 1, 2020

Presenters: Peg MacDougall, Mediator, Mediation Trainer, Attorney, Resolution Services Center of Central Michigan

Course Description: Active listening focuses on both facts and feelings, reduces tension and defensiveness, and allows conflict to be resolved more effectively. This session will provide techniques to hone your listening skills with the specific objective of resolving conflict. Learn the skill of asking neutral open-ended questions. Learn how to use listening skills to identify underlying issues or positions to resolve conflict. The session is for anyone who deals with conflict in their personal or professional life.

- *This course is approved by the Michigan Social Work Continuing Education Collaborative. Course approval #: 040720-00*
- *This continuing nursing education activity was approved by the Ohio Nurses Association an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91) ONA # 2020-0000000167*
- *This continuing education activity was approved by the Michigan Board of Nursing Home Administrators. Approval # 489200035*