

# Conflict Management: Fierce & Crucial Conversations

Presented by California Employers Association

**Wednesday, May 25, 2022**  
12–1:30pm | Webinar

Workplace conflict haunts organizations every day—it leads to lost productivity, diminished morale, and decreased performance. And, it is very expensive—it will have a negative effect on your organization’s bottom line through increased employee absenteeism, decreased job performance, and poor customer service. This training will focus on developing skills such as active listening non-judgmental questioning and how to have open and honest communication.

**Learning Objectives:**

- Learn how to assess a challenging situation and determine an appropriate strategy
- Understand the elements of effective communication
- Discover and utilize a 5-step process for dealing with difficult people
- Navigate through tough conversations with employees
- Understand the process of conflict resolution across department team members

*HR Webinar recordings available for \$69 each, no CEU offered.  
Contact SDDS to access recording.*

**\$69**  
1.5 CEU, 20%

**What is an HR Webinar?**

An HR Webinar is an online and audio seminar you can listen to while you have your lunch or while you are on the road. You will only need a phone and/or computer. All you need to do is dial, listen and ask questions if you desire. This webinar has been designed with you in mind!

*Login information will be sent one week prior to course.*



**HR HOTLINE**  
**1-888-784-4031**

## May 2022 HR Webinar Registration

Who's going to be listening? \_\_\_\_\_  
*(include designation)*

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

SDDS Member's Name: \_\_\_\_\_ Designation: \_\_\_\_\_  
*(including member dentist if attending)*

SDDS/ADA Member/Guest* Fee .....\$69	Non-Member Fee ..... \$138
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Payment Method:  Check  Credit Card  Bill Me Total Amount: \$ \_\_\_\_\_

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Log-in information will be sent via email. Please provide an email for the course attendee.

**EMAIL** \_\_\_\_\_

**Please fax, scan, or mail form to:** SACRAMENTO DISTRICT DENTAL SOCIETY: 2035 Hurley Wy, Ste 200 • Sacramento, CA 95825 • Phone: 916.446.1227 • Fax: 916.447.3818 • www.sdds.org  
The Sacramento District Dental Society is an approved CE provider through the Dental Board of California (RP2168) • This course meets the Dental Board of California's requirements for units of CE listed.

**Cancellation Policy: NO REFUNDS. Attendee Registrant Substitutions OK.**

*\* Guests must be member's office manager or spouse only. Non-member dentists & non-member office managers must pay non-member fees.*