

# The Aide's Role in Communication & Conflict Resolution in the Workplace

A Webinar • Thursday, November 9, 2017 • 2:00—3:00 p.m. CST

Presented by **Kathie Smith, RN**

Basic principles of communication include verbal and non-verbal communication. We are communicating, even when we are not using words, with our body language. This webinar will cover communication skills and ways to communicate to help with conflict resolution such as effective listening; self-management; self-awareness and how emotions affect communication.

Use this session to meet your training requirements. All in-services emphasize the role of home care aides in observation and reporting. It is the responsibility of the home care company to determine if this workshop meets the specific requirements of its aides. The Missouri Department of Health & Senior Services affirms that this session meets the requirements found at 484.36[b] of the Medicare Conditions of Participation and for in-home service companies, this session meets the required standard for on-going training of aides.

## Registration Form

No Recordings will be available for this webinar.

### How the In-Service Works:

- ◆ The conference is scheduled from 2:00 to 3:00 p.m. CST.
- ◆ Register in advance; one fee per connection—**Registration DEADLINE is November 8, 2017.**
- ◆ MAHC will provide a GoToWebinar link that will be e-mailed to you the day before the webinar. You will need to register through this link to attend the webinar. Once registered you will be sent a confirmation which will include a join link to access the webinar, a dial-in number and an access code to listen in via telephone. You will also be sent any pertinent handouts if available, the sign-in sheet, and evaluation before the webinar.
- ◆ Listen to the presentation.
- ◆ Participate in the question & answer session.

Company \_\_\_\_\_

Participant \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Aide Insrv 11/09/17

### Registration Fees:

MAHC Members: \$99 per connection \_\_\_\_\_ x \$99 = \_\_\_\_\_

Non-Members: \$198 per connection \_\_\_\_\_ x \$198 = \_\_\_\_\_

**TOTAL=** \_\_\_\_\_

### Mail Registration & Payment to:

Missouri Alliance for Home Care  
 2420 Hyde Park Rd., Suite A  
 Jefferson City, MO 65109  
 (P) 573-634-7772 (F) 573-634-4374  
 abby@mahcmail.org



**Cancellations:** Refunds will NOT be issued for cancellations received less than 2 business days prior to the event and non-paid registrations will be billed full price. Cancellations received prior to 2 business days before the event will receive a 90% refund.