



Louisiana Hospital Association Management Corporation

Middle Management Development Series The Magic of Handling Conflict through Effective Communication

Thursday, February 5, 2009

LHA Conference Center
NEW LOCATION: 2334 Weymouth Drive
Baton Rouge, LA 70809
(225) 928-0026

Program Description

Communication challenges are the number one issue facing every organization in today's workplace. We must be able to communicate effectively with individuals, peers, our team or workgroup, as well as, internal and external customers. Effective communication helps to bridge the gap when conflict arises. Conflict is necessary for growth and progress. This one-day program will give you an opportunity to identify strategies for achieving better communication skills, as well as conflict resolution strategies.

Who Should Attend

This program is uniquely designed to meet the needs of both recently appointed and experienced supervisors/managers in any department within a hospital/health care facility.

Faculty



Steve Robichaux has been professionally affiliated with LSU for over 20 years. He began as an instructor with the College of Business Administration's Department of Management. In 1994, he was voted Most Outstanding Teacher and for the last 10 years, he ranked as one of the top teachers in the LSU Executive Program. As adjunct teaching associate at Rutgers University's National Transit Institute, Mr. Robichaux's professional specialties include Japanese management and self-defense, organizational assessment, stress and time management, and leadership/problem solving.

Continuing Education Credit

Nursing – 5.4 contact hours will be awarded for this offering by the Louisiana Hospital Association for **complete attendance of the program**. The Louisiana Hospital Association is approved by the Louisiana State Board of Nursing – CE Provider #39. **Other Participants** – will receive, upon completion of workshop, a certificate documenting the completed continuing education/clock hours.

Objectives:

- Gain an understanding of communication in organizations.
- Explain the communication process and common barriers.
- Describe the components of effective communication: verbal communication, non-verbal communication, one-way/two-way communication, and feedback.
- Discuss the nature of conflict and its common causes.
- Gain an understanding of effective techniques used to resolve conflict.
- Practice communication and conflict resolution strategies in skill building exercises.

Agenda

8:30 a.m. – 9:00 a.m.	Registration
9:00 a.m. – 9:15 a.m.	Introduction/ Objectives
9:15 a.m. – 10:15 a.m.	Communication in Organizations: The Process and Barriers
10:15 a.m. – 10:30 a.m.	Break
10:30 a.m. – 11:30 p.m.	Components of Effective Communication
11:30 a.m. – 12:00 p.m.	Skill Building Exercise
12:00 p.m. – 1:15 p.m.	Lunch (On Your Own)
1:15 p.m. – 2:15 p.m.	The Nature and Causes of Conflict
2:15 p.m. – 3:15 p.m.	Effective Techniques for Conflict Resolution
3:15 p.m. – 3:30 p.m.	Break
3:30 p.m. – 4:00 p.m.	Skill Building Exercise
4:00 p.m. - 4:15 p.m.	Summary/Evaluation

Registration Information

This seminar will be conducted at the **NEW Louisiana Hospital Association Conference Center**, 2334 Weymouth Drive, Baton Rouge. The fee of **\$165.00** for member hospitals/per person and **\$265.00** for non-member hospitals/per person includes seminar, printed materials, and refreshment breaks. A corporate rate has been established at the **Holiday Inn-South, 9940 Airline Highway, (225) 924-7021**. Please call the hotel directly and ask for the room rate of the Louisiana Hospital Association for the appropriate dates. Registrations may be mailed or faxed directly to the Louisiana Hospital Association.

Registrations that are mailed **must** include payment by check or credit card. Visa, MasterCard or American Express are accepted. You may also fax your registration form to **(225) 923-1004**, with a Visa, MasterCard or American Express number. Registrations by fax will be accepted if method of payment is indicated on registration form (check being mailed, etc.). All information is handled through a confidential fax and blotted out before it is forwarded to the registrar. **Registration forms must be received into the LHA office by 5:00 p.m. one week prior to the scheduled event date.** This applies to registrations that are received by mail or fax. An email confirmation will be forwarded to all registrants who list an accurate email address. Registrations may be confirmed by phone. It is recommended that a copy of your registration form be faxed to LHA prior to submitting it to your facility's accounting department in order to reserve your seat in the class.

Cancellation/Refund Policy

Cancellation Fees

We realize that problems can occur that may necessitate registration cancellations. Cancellations received in writing up to one week prior to a scheduled event will be charged a cancellation fee of \$40-\$50 based on whether the program is held at LHA versus a hotel in Baton Rouge or some other location. This fee covers some of the administrative costs associated with processing refunds, printing costs for handout materials, hotel guarantees, etc.

Refunds

Cancellations received less than one week prior to the scheduled event or those who fail to attend are non-refundable. However, registrants who are unable to attend an LHA educational event are permitted to and encouraged to send a substitute at no extra charge. Any sleeping room arrangements made with the local hotel must be cancelled directly with the hotel to avoid charges that are part of the hotel's cancellation policy.

New Location Directions

The Louisiana Hospital Association has a new conference center located just across the street from the LHA Headquarters Building. The new conference center address is 2334 Weymouth Drive. From I-12, exit Airline Highway North, go to the 2nd red light-Old Hammond Highway and turn left. Turn left at the next light onto Drusilla Lane. At the 2nd street, Brookline Avenue, turn left. At the first block on the left is Weymouth Drive. Turn left onto Weymouth Drive and the new conference center is the second driveway on the left

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Management Corporation



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Registration Form

\$165.00 for member hospitals / per person

\$265.00 for non-member hospitals /per person

Name _____ E-Mail: _____

Title _____

Name _____ E-Mail: _____

Title _____

Name _____ E-Mail: _____

Title _____

Healthcare Organization _____

Address _____

City / State / Zip _____

Telephone # _____ Fax # _____

Visa / MasterCard / American Express (circle one) # _____

Name on Card (please print) _____ Expiration Date: _____

Signature: _____ E-Mail Address: _____

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Make check payable and mail to:

Louisiana Hospital Association – Management Corporation
9521 Brookline Avenue, Baton Rouge, Louisiana 70809-1431
Phone: (225) 928-0026 Fax: (225) 923-1004

Americans With Disabilities Act The Louisiana Hospital Association will make every effort to provide reasonable accommodations for physically challenged attendees who require special services. When registering, please attach a written description of needs to the application.

LHA Code # M0948001