**Audience:** RN, LPN and Allied Health Professionals

**Objectives:**

* **Identify methods to reduce conflict or unnecessary escalation of situations**
* **Review the 6 C's of Conflict Management**
* **Define and demonstrate the persuasion sequence in verbal de-escalation**
* **Manage verbal abuse in a confident and professional manner**
* **Engage in difficult conversations and mediate positive outcomes**
* **Define and demonstrate how to de-escalate conflict effectively**
* **Maintain personal and patient safety during crisis situations**
* **Recognize action steps when word-based tactics fail to resolve conflict**

Nursing Continuing Education**: 33.0 Nursing Contact Hours** provided by Iowa Board of Nursing Provider #128



**Held in Meeting Room 13 each day**

**0800-1430**

**(Lunch on your own)**