Institute *for* Public Health Innovation

CONFLICT MANAGEMENT

https://bit.ly/3YuYWWW

REGISTER

Learn how to:

- Define the terms "conflict" and "conflict resolution"
- Identify common sources of workplace conflict
- Implement steps to handle the emotions of yourself and others to professionally de-escalate a situation

Feb. 28 | 10 A.M.-NOON

As a community health worker (CHW), it's important to know how to deal with conflicts in the workplace. By being aware of the signs that may lead to conflicts, you can prevent them from happening and maintain a positive work environment. Conflict management promotes teamwork and collaboration and ensures that clients receive the best care possible. This training will teach you an effective and adaptable conflict resolution model that you can apply in your daily work.

**For Virginia CHWs only*

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