

“FROM CONFLICT TO ACCORD: THE BASICS OF CONFLICT MANAGEMENT”

Offered in partnership by the
Virginia Assisted Living Association and Vantage Advisory Group



Tuesday, March 9, 2010
The Westin Richmond
6631 West Broad Street, Richmond, VA 23230
(804) 282-8444
9:30 AM - 4:30 PM

An interactive training designed to provide guidance and tools for participants to identify their own personal conflict styles,

- Navigate a Tense Group Dynamic
- Deal with Challenging People
- Have Difficult Conversations
- Build Team Morale
- Manage Stress and Maintain a Positive Outlook

and help them more confidently:



ABOUT THE INSTRUCTOR:

Dianne Dumas has 25+ years experience in the senior living field. Her expertise includes field operations management, program development, and training and leadership development. She has extensive experience managing multidisciplinary teams of senior care providers, health care professionals, and ancillary service providers including home health, physical therapy and hospice. Ms. Dumas is a veteran of day-to-day facility operations in independent, assisted, and dementia care services, including sales and marketing, facilities management and resident care, dining services, nursing/wellness, activities and volunteer programs. Ms. Dumas is a licensed Assisted Living Administrator in the Commonwealth of

Virginia, earned her Bachelor of Science in Gerontology, and Master of Science in Organization Development / Knowledge Management.

*“The Virginia Assisted Living Association is a **Certified Sponsor** of professional continuing education with the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and has approved this program for the number of clock hours listed under their sponsor agreement with NAB/NCERS. State licensure boards, however, have final authority on the acceptance of individual courses.”*

“FROM CONFLICT TO ACCORD: THE BASICS OF CONFLICT MANAGEMENT”

REGISTRATION INFORMATION:

_____ **\$100 VALA Member**

_____ **\$150 Non-VALA Member**

Registrant Name: _____

Facility Name: _____

Position: _____

Mailing Address: _____

Phone: _____ Fax: _____

E-mail: _____

If paying by credit card, only Visa, MasterCard, and Discover are accepted.

CC #: _____ EXP DATE: _____ BILLING ZIP CODE: _____

AUTHORIZED SIGNATURE: _____ SECURITY CODE: _____

*Please call (804) 332-2111 for additional information. Return your completed application to:
VALA, PO Box 6266, Richmond, VA 23230.*

Registrations being paid by credit card may be faxed to (804) 632-8411 [must dial area code].