

## EDUCATIONAL TRAINING

### Goals

Our training services are customized to meet your organization's needs and goals. Services may touch upon areas of active or potential conflict and communication difficulties. All sessions work to achieve organizational conflict competence.

### Format

We offer a 1 or 2 day **Training Retreat** (may or may not be off-site). Activities include experiential activities, group discussions, and practical exercises.

Separately, we offer shorter **Training Sessions**, which can range from a few hours to a 1/2 day. Training deliverables based upon duration and goals.

We work with clients to develop goals for the training based upon client's needs and areas of concern.

### Sample Topics

We will work with you to figure out the most appropriate topics for training.

- Conflict Communication Training
- Disruptive Physicians
- Scenario-Based Related to Ongoing Organizational Issues
- Understanding Alternative Dispute Resolution Strategies
- Onboarding Skills
- Optimizing Peer Review

### Deliverables

- Customized training materials
- Agenda outlining activities, objectives, and schedule
- Post-event evaluation report summarizing feedback and recommendations

- Training Retreats may also include experiential activities, group discussions, and practical exercises