

CONFLICT RESOLUTION SKILLS TRAINING FOR ELDERCARE PROFESSIONALS

*"We were very pleased with the training **Elder Decisions** provided for my team. We continue to discuss and incorporate what was learned.... The trainers were great!"*

- Kate Granigan, LICSW, C-ASWCM
VP of Geriatric Care Management
Overlook C.A.R.E.

*"The **BEST** training I've ever attended (and there have been many). The program was highly interactive and the presenters were articulate, interesting, organized, knowledgeable, warm and flexible. Thank you!"*

- Karen Zweig
The Move Maven

ELDER DECISIONS®

has been featured in:

AARP™

The Boston Globe

CBS EVENING NEWS
WITH KATIE COURIC

THE WALL STREET JOURNAL.

WORKING WITH FAMILIES IN CONFLICT

Families don't always agree on what is best for Mom or Dad as they face difficult transitions. This training will help you work with clients and their families when there is disagreement in the ranks. You will learn tools to:

- Run more effective family meetings
- Work with parties with strong emotions
- Facilitate consensus-building

Elder Decisions is a mediation, training and consulting firm that has led the way nationally in developing conflict resolution training programs for social workers, care managers, and others who provide services to elders.

NOVEMBER 30, 2011 9:30 AM - 3:30 PM, PLYMOUTH, MA

OR

MAY 8, 2012 9:00 AM - 3:00 PM, NEWTON, MA

Cost: \$225.00 (or \$195 for early registration; see details on website).
Includes lunch and course materials.

CONTINUING EDUCATION CREDITS

Participants qualify for
5 hours of CCM continuing education credits*
5 Social Work CEUs**

* This program has been pre-approved by the Commission for Case Manager Certification to provide continuing education credit to Certified Case Managers (CCMs).

** This program has been approved for 5.0 Continuing Education Credits for relicensure in the period of October 1, 2010 - September 30, 2012 in accordance with 258 CMR. Boston University School of Social Work Authorization Number B-12-183.



ELDER DECISIONS®

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(617) 621-7009

Register early: www.ElderDecisions.com

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