

Conflict Management Skills for Nurses & Healthcare Workers

An Introductory Course (Online)

Your safety and security is a top priority!

While providing the best client care to your patients is one of your main priorities, you can't do your job if your safety is threatened. Violence against healthcare workers is a chronic and widespread problem. You need to make your personal safety and security a top priority!

EARN A CERTIFICATE IN CONFLICT MANAGEMENT SKILLS

Designed for busy professionals!

CIAN's ***Conflict Management Skills for Nurses and Healthcare Workers*** course is delivered entirely online and is self-paced meaning you can earn the certificate while still working! You'll start learning practical tips right away, such as:

- ✓ How to identify threats and monitor risks in your workplace
- ✓ How to maintain a high degree of situational awareness
- ✓ How to diagnose and address the root causes of violence
- ✓ How to verbally de-escalate conflicts

Costs and registration

Upon receipt of the registration fees you'll receive a link to the course manual and instructions on how to access the course content online. Upon successful completion of the final quiz you'll be awarded a certificate. This 1.5 hour course is conveniently priced at \$99.99 + applicable taxes. **A 10% discount is available if 3 or more people from the same organization register.**

Email us for more details or to register ciian@ciian.org

This course is delivered by [CIAN](#) Sr.

Associate Dr. [Evan Hoffman](#)



- ✓ Dr. Hoffman has taught numerous courses on Crisis Negotiations and Risk Management to graduate students
- ✓ Dr. Hoffman has trained Canadian police officers on Conflict Prevention and Resolution tactics
- ✓ Dr. Hoffman is a Peace and Conflict Resolution expert with over 15 years of experience

