

Conflict Resolution: “Conflict is part of our daily lives; let’s talk about how to manage it.”

Conflict resolution skills are critical when working with staff, residents, and their families. This hybrid training will assist in identifying your conflict management style and developing ways to manage conflict. This training consists of a 3-hour self-paced prerequisite and a 3-hour virtual live training, and 6 credit hours will be issued after completion of both requirements.

This free training is provided by Temple University Harrisburg and funded by the Pennsylvania Department of Human Services Bureau of Human Services Licensing.

[Click Here to Register](#)

<p>Registration Details:</p> <ul style="list-style-type: none"> • Individual online registration is required for each person • This training is for active Personal Care Home Administrators or their Designee’s • Registration for the live training is limited • New Registrants will create a username, password and profile • Please email pchadmin@temple.edu with any questions • For technical help please call 215-204-4866 	<p>In order to receive 6-credit hours, participants must:</p> <ul style="list-style-type: none"> • Complete the 3-hour prerequisite training, via Thinkific • Participate in the 3-hour live virtual training, via Zoom • VIDEO AND AUDIO required to be turned on for live virtual training, via Zoom • Certificates for 6 hours will be issued upon successful completion and verification of both activities • Partial certificates for completing one activity are not available
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Date of live training	Time of live training	Course
Thursday, March 23, 2023	1:00 pm – 4:00 pm	HBGBHSL0012 – 001 (Select section 001)
Wednesday, March 29, 2023	9:00 am – 12:00 pm	HBGBHSL0012 – 002 (Select section 002)
Tuesday, April 4, 2023	1:00 pm – 4:00 pm	HBGBHSL0012 – 003 (Select section 003)
Thursday, April 6, 2023	9:00 am – 12:00 pm	HBGBHSL0012 – 004 (Select section 004)
Thursday, April 27, 2023	9:00 am – 12:00 pm	HBGBHSL0012 – 005 (Select section 005)
Tuesday, May 2, 2023	1:00 pm – 4:00 pm	HBGBHSL0012 – 006 (Select section 006)
Tuesday, May 23, 2023	1:00 pm – 4:00 pm	HBGBHSL0012 – 007 (Select section 007)
Wednesday, May 31, 2023	9:00 am – 12:00 pm	HBGBHSL0012 – 008 (Select section 008)
<i>*Please register for ONE of the eight sessions. Multiple registrations are not permitted.</i>		

Technology Requirements:

Audio and video ARE required to be turned on for the live, 3-hour training on the Zoom platform. Audio is required for the self-paced online prerequisite. Please note that driving during the live training is not permitted. If you do not have audio on your computer, the Zoom platform can be accessed on your smartphone or tablet. You must have the hardware (desktop or laptop, tablet or smartphone) and software (Browsers such as Chrome, Safari, Firefox or Microsoft Edge) to access the internet. A broadband internet connection (DSL, cable, fiber, etc.) is recommended with a hardwired Ethernet cable. Wireless (Wi-Fi) connections may be utilized but a weak or congested signal may cause issues with video buffering or content access.