

REBECCA ROSARIO
October 17, 2024

Keep Calm and Save Your Job (and your residents too).

We all have days where we feel like punching someone in the nose because they are being unreasonable, unruly, and maybe even downright rude. This is where having the right coping skills and communication techniques really can save you aggravation, stress, your job, and your residents too. Learn what to do when faced with difficult people to remain calm.

1. Learn how to say “No” while maintaining a smile.
2. Identify different personality styles.
3. Build your vocabulary with power words.
4. Avoid common communication mistakes.
5. Practice key steps to resolving conflicts.
6. Better manage your time.

This topic is designed for all onsite team members, multi-site supervisors and corporate team members.

Length of Program: 60-90 minutes online; an in-person version is available as a one, two, or three-hour workshop.