

TIPS AND TOOLS FOR SUCCESSFUL CONFLICT RESOLUTIONS

**THIS
WORKSHOP
WILL BE
RECORDED**

**THIS
WORKSHOP IS
OPEN TO:**

- Foster Caregivers
- Out of Care / Kinship Caregivers
- Contracted Agency Caregivers
- Social Workers
- Community Professionals
- General Public

Facilitated by:
Charlene Croukamp

**MONDAY
APRIL 7**
9:30am to
11:30am (PST)

Keeping in mind that
all people have a universal need for appreciation and understanding,
Charlene will cover the following:

- › Understanding our own Relationship with Conflict and Communication
 - unique views, history, cultural and community influences, etc.
- › Communication Strategies
 - understanding tactical empathy; how to listen fully to hear and understand; how to speak so that you are heard and understood, recognizing common goals, and more!
- › Barriers to Communication
 - assumptions, negative patterns, missing information, and more!
- › Building Strong Relationships
- › Self Care



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CAREGIVER LEARNING NETWORK

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Enriching Lives, Strengthening Communities