

**Community Health Association of Mountain/Plains States  
Invites You to Attend a Three-Part Series of Live, Online Webcasts**



## ***Change for the Better: Creating Work Relationships that Work***

Presented by Libby Wagner  
Professional Leadership Results, Inc.

**Target Audience:** CHC & PCA clinical staff, non-clinical staff, & board members

**Description & Objectives:** Creating positive relationships with coworkers improves productivity, trust, & morale in the workplace. This webcast series is designed to help improve interpersonal & communication skills, so your staff & board can focus on the work of serving your patients & communities. Participants will leave each session with concrete resources, specific communication tools, & immediately useable skills for creating positive change in the workplace.

**Session 1 CREATING POSITIVE WORK RELATIONSHIPS:  
Tools for Increasing Trust & Building Commitment to Shared Goals**

*October  
2007*

*This session is now available in archived form, both online and on CD-ROM.  
Please visit [www.CHAMPSonline.org/Events/Distance\\_Learning.asp](http://www.CHAMPSonline.org/Events/Distance_Learning.asp) for details.*

**Session 2 INTRODUCTION TO ETHICAL INFLUENCING:  
Asking for What You Want & Making Behavior Requests**

*December  
2007*

*This session is now available in archived form, both online and on CD-ROM.  
Please visit [www.CHAMPSonline.org/Events/Distance\\_Learning.asp](http://www.CHAMPSonline.org/Events/Distance_Learning.asp) for details.*

**Session 3 CONFRONTATION WITHOUT CONFLICT:  
How to Address Difficult Issues Directly & Respectfully**

*February  
2008*

- ★ Three kinds of respectful confrontations
- ★ Dealing with tough emotional interactions
- ★ Strengthening relationships through honest communication

**Dates & Times:** You may attend any combination of sessions. Participants attending all three will build upon concepts & skills. Each session will be archived online & on CD-ROM.

Session 1	<b>Thursday, October 4, 2007</b>	11:30 AM – 1:00 PM Mountain Time
Session 2	<b>Wednesday, December 5, 2007</b>	11:30 AM – 1:00 PM Mountain Time
Session 3	<b>Thursday, February 7, 2008</b>	11:30 AM – 1:00 PM Mountain Time

**Continuing Medical Education (CME) Credit:** These events will be offered for 1.5 hours of CME credit. Determination of credit is pending.

**Cost:** Participation is free for Region VIII Community, Migrant, & Homeless Health Centers & Primary Care Associations (including provision of CME credit). Other participants will be charged \$50/webcast link & \$15/person for CME credit after the event.

**Registration:** Visit [www.CHAMPSonline.org/Events/Distance\\_Learning.asp](http://www.CHAMPSonline.org/Events/Distance_Learning.asp) to link directly to the registration page for each event. **Advance registration is required.** Please register for each event separately & at least 24 hours before the live event. Register once for each computer being used (multiple participants are encouraged to share computers).