



**39<sup>th</sup> Annual Meeting**

*Mastering Person-Centered Care  
Through Improved Communication, Care Transitions, and Palliative Care*

# Managing Conflict

**Presented by:  
Ron Cohn, Ed.D.**

# Disclosure Statement

I have no relevant financial relationships with commercial interests to disclose.



# Learning Objectives

Participants will be better able to:

- Understand the conflict cycle and its implications—constructively and destructively
- Identify hot button/trigger points which create conflict
- Recognize various approaches to solving conflict beyond compromise

# Are We Stuck?

## Cycle of Conflict

