

**Art of Constructive
Confrontation**

Frank Delano, LMSW
Director
JBFCS Child Care Institute

Jill Shah
Director of Housing Quality Management
Lenox Hill

TRAINING SITE:

JD McCarty Center
2002 W. Robinson
Oklahoma City, OK 73070

TRAINING GROUP:

This workshop is open to enrollment for CWS IIs and CWS IIIs who have been approved by their administrators to attend and is limited to 40 participants. Participants must have completed all Level 1 and Level 2 mandatory training prior to enrollment in this workshop.

COURSE DESCRIPTION:

This interactive workshop will redefine how most staff looks at constructive confrontation. Using the presenter's definition of confrontation, emphasis will be placed on helping participants view confrontation as a positive way to strengthen their practice and relationships. This course gives participants an opportunity to use real life examples to enact a more successful confrontation. Participants will leave with concrete tools to help them confront more constructively and will learn a model for constructive confrontation.

WORKSHOP HOURS:

Registration at 9:30 a.m.
Day 1: 10:00 a.m. to 5:00 p.m.
Day 2: 9:00 a.m. to 4:00 p.m.

Participants are reminded that anyone missing more than 30 minutes of a workshop may not receive full credit for the workshop.

CANCELLATION:

PLEASE DON'T BE A NO-SHOW. If you find you cannot attend after you have registered, please e-mail childwelfaretraining@okdhs.org to notify the training section that you will be unable to attend. If you have a hotel reservation, you are responsible for cancelling it yourself or you may be responsible for the room cost.

LODGING ACCOMMODATIONS:

Lodging is available at the Country Inn and Suites, 930 Ed Noble Parkway, Norman, OK 73072. A block of rooms will be reserved for training participants until **7/31/2008**. Please email retatarver@ou.edu if you need lodging accommodation and a confirmation number will be assigned to you a week prior to the training date. If a room reservation is made for you and you cannot attend training, you must cancel your room yourself by calling the Country Inn and Suites at **405-307-2801**. Rooms must be cancelled before 6 pm the date of your reservation or you may be responsible for the room cost.

► For individuals traveling in excess of 130 miles one way (map miles), lodging is available the night before.

Visit our website: <http://www.ou.edu/cwtraining>

OKDHS DRESS CODE IS ENFORCED DURING TRAINING