

**PRESENTED BY:**

**Frank Delano, LMSW**, is the director of the JBFCS Child Care Training Institute and is an adjunct faculty member at the Fordham University Graduate School of Social Service.

**Jill Shah, LMHC**, is the director of housing and quality management at Lenox Hill Neighborhood House and is a training consultant with JBFCS.

**TRAINING SITE:**

Moore Norman Technology Center  
13301 South Pennsylvania Avenue  
Oklahoma city, OK 73170  
Room P109/110  
Tel # (405) 364-5763 Ext 7260

**TRAINING GROUP:**

This training is for Child Welfare Supervisors, County Directors and Child Welfare Field Liaisons and is limited to 50 total participants.

**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 cannot attend after you have already registered, please e-mail [CW.CPMtraining@ou.edu](mailto:CW.CPMtraining@ou.edu) immediately.

**LODGING ACCOMMODATIONS:**

All participants qualified for lodging will automatically be booked a room. Lodging is ***Sooner Legends Inn and Suites, 1200 24<sup>th</sup> Avenue, Norman 73072.*** A verification e-mail will be sent out three weeks prior to training. A confirmation number will be sent to you a week prior to training.

If lodging is not needed, please contact [CW.CPMtraining@ou.edu](mailto:CW.CPMtraining@ou.edu) and your room will be cancelled.

*In the event you must cancel within 24 hours of your check-in date, you must contact the hotel directly for cancellation or you will be responsible for the room cost.*

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

**\*OKDHS DRESS CODE IS ENFORCED DURING TRAINING\***