



NEW MEXICO DENTAL HYGIENISTS' ASSOCIATION
SCIENTIFIC SESSION 2020
CPR (Conflict Prevention & Resolution)
for DENTAL PROFESSIONALS
Date: September 25, 2020
Presenter: Ron Price

PERCEPTIONS: the way you think about or understand someone or something.

Letter from Suzy- Covey Subway - The Worst Day Ever!

A perception I will revisit and challenge about this person is: _____

EMOTIONAL BANK ACCOUNT:

Deposits: _____

Withdrawals: _____

A relationship I want to improve at work is with: _____

A relationship I want to improve at home is with: _____

Deposits I will start making include: _____

Withdrawals I will stop making include: _____

PLAY: PREVENT TRIVIAL MATTERS FROM ESCALATING INTO FULL-BLOWN CONFLICT:

1) Push the P _____ B _____ in the parking lot (or driveway):

2) A _____ G _____ I _____ when people hurt or disappoint you

NICE: RESOLVE DIFFERENCES IN A PRODUCTIVE MANNER:

1) Negotiate _____ not _____ the other person

2) Identify key underlying _____ and _____

EXTRA CREDIT TIPS

Timing and Timeouts

Grab Thumb

I will use this information to prevent or resolve conflict with _____

NOTES: _____



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