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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