
Pathways to Team Harmony with John Ford

WHAT WE'LL COVER

Teams are what makes adult day services possible. So, knowing what makes teams tick, and what makes them falter, is important. Learning how you can support your teams tap into their natural ability to thrive is the focus of this practical webinar. We will also explore what can be done to restore team harmony if your team is already in trouble. You'll leave this workshop confident in your ability to manage your teams for greater success.

After completing the webinar you will:

- Define a team and types of team conflict
- Describe the importance of trust, conflict, commitment, accountability and results for team well-being
- Explain why teams get into trouble without a clear decision-making rule
- Articulate simple strategies to address challenges
- Restore team harmony that lasts by addressing the pain of the past

WHO SHOULD ATTEND

Center leaders and staff

2019 Spring Presenter BACK BY POPULAR DEMAND!

PRESENTER

John Ford, Ford and Associates



John is an experienced workplace mediator based in California who has successfully mediated hundreds of workplace disputes since 1996. He is the author of *Peace at Work* and founder of The HR Mediation Academy. In addition, John has provided training to thousands of employees at all levels in the workplace, across a wide range of industries, including health and elder care.

John teaches negotiation at UC Hastings School of Law, mediation to graduate Business and Psychology students at Golden Gate University, and organizational collaboration online through Creighton University. He is a past president of the Association for Dispute Resolution of Northern California (ADRNC), and was the managing editor of www.mediate.com from 2000 to 2011.

WHEN

Thursday, September 19, 2019 from 2:30 PM to 4:00 PM

REGISTRATION

NON MEMBERS: **\$99 Per Registrant**

CAADS MEMBERS: **\$25 Per Registrant**

Registration includes access to the webinar for each attendee/email address registered.

Advance registration is required. Please complete the registration form and return it with payment to CAADS by **12:00 PM on Wednesday, September 18, 2019**. We CANNOT process registrations received after this deadline. You will receive a confirmation with log-on information **after CAADS receives and approves your registration and payment**. Registration includes handouts and the webinar recording.

There is no limit on how many staff you gather to listen. Or, register each person individually to participate from their own computer. Internet connection and speakers / microphone **OR** access to a telephone for the audio presentation is required.

NO REFUNDS; however, substitutions will be accepted if made by 12:00 PM Thursday, September 19, 2019.

We are unable to register or change registrations beginning 30 minutes prior to the webinar start time.

FOR ASSISTANCE

- Beginning **30 minutes** prior to the webinar, CAADS' staff is preparing for the webinar. Should you need to contact us, please send an email to education@caads.org.
- For problems logging on from your computer, call "GoToWebinar" customer service at **1-800-263-6317**.