




COMPLIANCE & AUDIT EDUCATION SERIES

Effective Communication Strategies for Dealing with Difficult Clients

You have been invited to a ReadyTalk Meeting hosted by Tim Mulshine. All the information you need to join is below.

Step 1: Dial-In

 U.S. & Canada: 866.740.1260

 Access Code: 9870966

Step 2: Web Login

 <https://cc.readytalk.com/r/3vdltlq3c3hc>

Meeting Description:

Because of the essential nature of their work, compliance and audit staff often experience conflict with their clients on a regular basis. Therefore, "conflict competence" is a critical skill to master. It begins with an understanding of five different conflict management styles and when to apply each in a given situation. In addition, there are general best practices and specific strategies, based on mediation principles that will be presented to facilitate agreement in a balanced and respectful manner. By learning how to depersonalize conflict, staff will become more comfortable in addressing the inevitable disagreements that arise in their unique relationships with the clients they serve.

Date & Time

Date: Wed, Sep 21, 2011

Time: 10:00 AM PDT

Duration: 1 hour

Host(s): Tim Mulshine

ReadyTalk Support Information

[Test your computer for compatibility prior to the meeting.](#)

For technical support:

U.S. and Canada: 800.843.9166

International: 303.209.1600

Email: help@readytalk.com

Web: [Conferencing Support](#)

Presenter Information

Maureen Brodie

Mediation Officer, UC San Francisco Office of the Ombuds

Maureen Brodie, Mediation Officer at UCSF, provides two-party and group mediation services to faculty, staff and students experiencing workplace conflict. In addition, she provides individual conflict coaching services, group facilitation and trainings on a variety of topics pertaining to addressing conflict in the workplace.

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