



Decreasing Dialysis Patient-Provider Conflict (DPC) Toolbox Training Program

Session 2-Staff Training: Modules 1-3

Please complete this evaluation and return it to the appropriate Network no later than, **Tuesday, March 16, 2010.**

- 1. What is the purpose of Module 1-Create a Calm Environment?**
 - To provide additional resources on conflict resolution.
 - To teach meditation techniques.
 - Learn to set limits.
 - To explore current and new strategies for remaining calm.

- 2. How would you Create a Calm Environment?**
 - Be aware of the physical surroundings.
 - Be conscious of your thoughts and feelings before, during, and after the conflict.
 - Find a private setting to address conflict.
 - All of the above.

- 3. The principle of Open Yourself to Understanding Others focuses on:**
 - Listening.
 - Hearing.
 - Understanding.
 - None of the above.

- 4. Effective listeners do which of the following?**
 - Treat every interaction as if it's important.
 - Don't impose their own feelings, attitudes or solutions.
 - Be aware of the person's non-verbal behavior.
 - All of the above.

- 5. In Module 3-"Need a Nonjudgmental Approach", which is a true statement?**
 - Use remarks that are blaming, threatening, or those that project guilt.
 - It's important to maintain an objective and professional approach as conflict is addressed.
 - As a professional, use authority to impose your beliefs on patients.
 - Use your personal values and beliefs to judge others.

Name: _____ Professional License #: _____

Home Network: _____ Email Address: _____

Facility name: _____

*Please return completed evaluation forms by **Tuesday, March 16, 2010** via fax to:*

Social Workers send to Network 17 at **(415) 897-2422**

RNs send to Network 18 at **(323) 962-2891**

Thank you for your participation!