



# Family Dynamics & Conflict Resolution

Family members unable to cope with the physical/cognitive challenges of loved ones, may turn their frustrations on staff.

- + Define family relationships
- + Recognize existing family dynamics
- + Understand the family response to crisis
- + Engage in positive interactions that foster trust
- + Depersonalize and get to the issues
- + Learn the Family Centered Approach for success

★Recommended Option

| Target | Front-Line Staff | Registered Staff | Managers |
|--------|------------------|------------------|----------|
|        | ●                | ●                | ●        |

| Schedule | 1 Hr* | 1½ Hr* | 3 Hr* | Full Day | Multi-Day |
|----------|-------|--------|-------|----------|-----------|
|          |       | ●      | ● ★   | ●        |           |

\*can be repeated multiple times throughout the day.

| Extras | Handouts | Posters | Certificates | Info Binders |
|--------|----------|---------|--------------|--------------|
|        | ●        | ●       |              |              |

NOTES:

Option: Provide 3 hour workshop specific to Registered Staff in the morning and then either two workshops each 1 1/2 hours in length or three workshops each 1 hour in length for Front Line Staff during the afternoon.



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