Confrontation without Conflict How to Address Difficult Issues Directly and Respectfully CHAMPS Webcast, February 7, 2008, Presented by Libby Wagner Community Evaluation & CME Ouestions Health Association of Mountain/ Name, credentials: _____ Plains States Title: This contact information Organization: _____ is **required** if you would like to receive a Address/City/State: _____ Certificate of Participation or E-mail Address: CME Credit for this webcast. Phone Number: _____

Fax your completed form to Andrea Martin at CHAMPS, (303) 861-5315. Questions? Call (303) 861-5165 x285.

Please complete the following evaluation questions (pages 1-3) so we can review our goals, objectives, and topics for future webcasts. Participants interested in receiving CME Credit must also complete the CME questions following the evaluation questions (page 3).

If you complete the Evaluation Questions and provide your contact information, you will receive a *Certificate of Participation* for this event. If you complete the CME Questions and provide contact information, you will receive a *CME Certificate* for 1.5 credits. Certificates will be emailed within four weeks.

EVALUATION QUESTIONS

- 1) Please rate your overall satisfaction with this webcast:
- _____ Very Satisfied
- _____ Satisfied
- _____ Neither Satisfied nor Dissatisfied
- _____ Dissatisfied
- _____ Very Dissatisfied

2) I feel this presentation addressed Educational Objective #1: Understanding three kinds of respectful confrontations

- _____ Strongly Agree
- _____ Agree
- _____ Neither Agree nor Disagree
- _____ Disagree
- _____ Strongly Disagree

3) I feel this presentation addressed Educational Objective #2: Knowing how to deal with tough

emotional interactions

- _____ Strongly Agree
- _____ Agree
- _____ Neither Agree nor Disagree
- _____ Disagree
- _____ Strongly Disagree

4) I feel this presentation addressed Educational Objective #3: Knowing how to strengthen

relationships through honest communication

- _____ Strongly Agree
- _____ Agree
- _____ Neither Agree nor Disagree
- _____ Disagree
- _____ Strongly Disagree

5) Rate your experience registering, logging on, and participating in this webcast through your computer system:

- _____ Very Easy
- _____ Easy
- _____ Neither Easy nor Difficult
- ____ Difficult
- _____ Very Difficult

6) The speaker was knowledgeable of the topic:

- _____ Strongly Agree
- _____ Agree
- _____ Neither Agree nor Disagree
- _____ Disagree
- _____ Strongly Disagree

7) The concepts of the webcast were clearly presented:

- _____ Strongly Agree
- _____ Agree
- _____ Neither Agree nor Disagree
- _____ Disagree
- _____ Strongly Disagree

8) The speaker was interesting to listen to:

- _____ Strongly Agree
- _____ Agree
- _____ Neither Agree nor Disagree
- _____ Disagree
- _____ Strongly Disagree

9) This webcast gave me practical tools I can use while working:

- _____ Strongly Agree
- _____ Agree
- _____ Neither Agree nor Disagree
- _____ Disagree
- _____ Strongly Disagree

10) How likely are you to attend another CHAMPS webcast?

- _____ Very Likely
- _____ Likely
- _____ Somewhat Likely
- _____ Not Very Likely
- _____ Not at All Likely

11) Briefly describe the best aspects of this webcast:

12) Please describe how this webcast could be improved:

13) List other training topics that would meet the needs of your job:

14) Other Comments:

Thank you for your responses. If you are not applying for CME credit, please fax these responses to Andrea Martin at CHAMPS, (303) 861-5315. Otherwise, continue to the CME questions.

CONTINUING MEDICAL EDUCATION (CME) CREDIT QUESTIONS

You must attend the entire webcast and complete the following post-test in order to qualify for CME credit. Failure to complete all CME questions will result in no CME credit awarded.

- 15) Most confrontations will be effective if the confronter focuses on the undesirable behaviors.
- _____ A) True _____ B) False

16) The goal of the Negotiation Question is:

- _____ A) To negotiate the outcomes of the conversation.
- _____ B) To make the person reach a compromise.
- C) To acknowledge the "no" and brainstorm possible solutions.

17) Why are Negative Natural Consequences often more powerful motivators than Imposed Consequences?

18) The Discrepancy Confrontation is a ______ risk option for confrontation.

- _____ A) Low
 - ____ B) Medium
- _____ C) High

Thank you for applying for CME Credit. Please fax your responses to Andrea Martin at CHAMPS, (303) 861-5315.