

A Webinar Invitation for All Physicians and Their Staff

Managing Difficult Employees and Reducing Conflict in the Practice

With Debra Phairas, MBA,
President of Practice and Liability Consultants, LLC

Wednesday, March 7

12:15 – 1:15 p.m.

CMA hosted webinars are FREE as a benefit of your CMA Membership.

Nonmembers are invited to join this webinar for \$99

What Attendees Can Expect to Learn:

Very few medical or business schools teach hands-on human resources management skills and techniques. This information-packed workshop will teach you the secrets of how to lead, coach and manage difficult employees; set practice values; and reduce conflict in the practice.

You will learn how to:

- Adopt the strategies, techniques and approaches used by “superstar leaders” to lead, manage and motivate the workers in your practice.
- Set the three values that employees must perform to obtain a raise or risk termination.
- Retain your star performers while weeding out your non-performers.
- How to avoid the most common mistake by adhering to the chain of command.
- How to implement basic conflict resolution skills.

To register for this or any CMA webinar, please visit www.cmanet.org/events.

CMA is pleased to provide 1 PMI CEU credit for medical office staff.

This webinar is being hosted by the California Medical Association. You must register at least one hour prior to the event. Once your registration has been approved, you will be sent an email confirmation with details on how to join the webinar.

Questions? Call the CMA Member Help Line at (800) 786-4262.