

JAMS SOLUTIONS™ FOR HEALTH SYSTEMS



Discover
Innovative Tools
to Prevent and
Resolve Conflict

JAMS assists hospital and health systems administrators in creating frameworks that can prevent and resolve internal disputes involving physicians, nurses and staff. We'll teach you how to use innovative tools such as stakeholder engagement, dealmaking and other conflict resolution strategies.

Mediation and Facilitation Training HALF-DAY OR FULL-DAY OPTIONS

MORNING SESSION:

- **Spectrum of Dispute Resolution:** Learn about tools and options available to prevent and resolve conflict and how to use negotiation, mediation, conciliation, arbitration and other processes.
- **Negotiation-Facilitation-Mediation Connection:** Explore concepts of principled negotiation and opportunities to apply these concepts through facilitation and mediation.
- **Programmatic/Institutional Facilitation and Mediation:** Review one selected mediation model.

AFTERNOON SESSION (FOR FULL DAY OPTION):

- **Putting Skills to Work (Interactive):** Apply the appropriate resolution tools and techniques for a given situation; i.e., how to avoid unnecessarily escalating a dispute or undervaluing an important conflict.

Custom Onsite Facilitation Services

The challenges of implementing new regulations and navigating COVID-19-related disruptions have presented hospital and health systems administrators with an unprecedented opportunity to reimagine the healthcare environment. You can maximize this opportunity by partnering with our professional facilitators and mediators.

- **Structure decision-making processes** to meet the distinctive needs and demands of your organization.
- **Clarify short- and long-term goals** and prioritize next steps.
- **Make choices that reflect and enhance** your organization's culture, values and objectives for the present and future.

To learn more, visit jamsadr.com/HealthSystems or contact **Melody Emrich** at memrich@jamsadr.com.

Mediators, Facilitators and Dispute Resolution
Training and Systems Design for Health Systems,
Hospitals and Other Medical Organizations

