



## Defense Health Agency J-7 Continuing Education Program Office

### 2026 JUNE PMSS S04: Leading People Through Change: Strategies for Managing Resistance and Conflict

Live Course, June 4, 2026

#### Continuing Education (CE)/Continuing Medical Education (CME) Information

This CE/CME activity is accredited by the DHA J-7 Continuing Education Program Office (CEPO). This activity provides continuing education for physicians, nurses, physician associates/physician assistants, pharmacists, social workers, psychologists, dentists, healthcare executives, and project management professionals across the Military Health System (MHS). A certificate of attendance is available for other attendees.

#### 2026 JUNE PMSS S04: Leading People Through Change: Strategies for Managing Resistance and Conflict (1.50 clock hours)

1:55 p.m. – 3:25 p.m. (ET)

#### Learning Objectives:

1. Explore the “what” and “why” of change management using five tenets.
2. Discuss seven reasons for change resistance and how to overcome them.
3. Apply Kotter’s 8-step process to lead people through change.
4. Identify three types of conflict.
5. Examine five conflict behaviors.
6. Apply five steps to addressing conflict.

#### Faculty:

Felicia Truong, Ed.D., PMP, DASM. Presenter has no relevant financial or non-financial relationship(s) relating to the course content or with ineligible companies to disclose.

Jacqueline Haven, M.Ed., PHR, PMP. Presenter has no relevant financial or non-financial relationship(s) relating to the course content or with ineligible companies to disclose.

#### Disclosures:

DHA J-7 staff, planners, authors, faculty, and content reviewers for this educational activity have no relevant financial or non-financial relationship(s) with ineligible companies to disclose.

#### Interprofessional Continuing Education (IPCE)



In support of improving patient care, DHA J-7 CEPO is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team. This activity was planned by and for the healthcare team, and learners will receive 1.50 Interprofessional Continuing Education (IPCE) credits for learning and change.

## Physicians (ACCME)



DHA J-7 CEPO is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

DHA J-7 CEPO designated this internet live course for a maximum of 1.50 *AMA PRA Category 1 Credit*<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

## Nurses (ANCC)

DHA J-7 CEPO is accredited by the Joint Accreditation/Interprofessional Continuing Education (IPCE) to provide this Continuing Nursing Education internet live course for a maximum of 1.50 ANCC contact hours. Nurses should only claim credit commensurate with the extent of their participation in the activity.

## Pharmacists (ACPE)



### UAN JA4008136-0000-26-081-L04-P

No valid paper/electronic statement of credit will be offered. DHA J-7 CEPO is accredited by the American Council for Pharmacy Education (ACPE) to provide continuing education for Pharmacists. This knowledge based activity will provide a maximum of 1.50 contact hours of pharmacy continuing education credit. Participant CE records will be electronically communicated to CPE Monitor. There is no cost to participate in this activity.

## Physician Associates/Physician Assistants (AAPA) – Live



DHA J-7 CEPO has been authorized by the American Academy of Physician Associates (AAPA) to award AAPA Category 1 CME credit for activities planned in accordance with AAPA CME Criteria. This activity is designated for 1.50 AAPA Category 1 CME credits. PAs should only claim credit commensurate with the extent of their participation.

## Social Workers (ASWB)



As a Jointly Accredited Organization, DHA J-7 CEPO is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. Regulatory boards are the final authority on courses accepted for continuing education credit. Social workers completing this course receive 1.50 general continuing education credits.

## Psychologists (APA)



Continuing Education (CE) credits for psychologists are provided through the co-sponsorship of the American Psychological Association (APA) Office of Continuing Education in Psychology (CEP). The APA CEP Office maintains responsibility for the content of the program. Participants earned 1.50 credits for attending this activity.

## Dentists (ADA CERP)



DHA J-7 CEPO is an ADA CERP Recognized Provider. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education (CDE). ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. Concerns or complaints about a CE provider may be directed to the provider or to the Commission for Continuing Education Provider Recognition at [ADA.org/CERP](http://ADA.org/CERP).

DHA J-7 CEPO designates this activity for 1.50 continuing education credits.

## ACCME Non-Physician CME Credit

DHA J-7 CEPO is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing education. ACCME Non-Physician CME Credit providers will be provided a certificate of participation for educational activities certified for *AMA PRA Category 1 Credit*<sup>™</sup>. ACCME Non-Physician CME Credit providers may receive a maximum of 1.50 hours for completing this internet live course.

## Project Management Professionals (PMI)



DHA J-7 CEPO has been reviewed and approved by the PMI® Authorized Training Partner (ATP) to issue 1.50 Professional Development Units (PDUs) for eligible courses aligned with the PMI Talent Triangle.

**Ways of Working 0.5 Power Skills 0.5 Business Acumen 0.5**

## Healthcare Executives (ACHE)

By attending this program offered by DHA J-7 CEPO, participants may earn up to 1.50 American College of Healthcare Executives (ACHE) Qualified Education Hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation. Participants in this program who wish to have the continuing education hours applied toward ACHE Qualified Education credit must self-report their participation. To self-report, participants must log into their MyACHE account and select ACHE Qualified Education Credit.

## Other Professionals

All other healthcare professionals completing this CE/CME activity will be issued a Certificate of Attendance indicating participation and the number of hours of CE/CME credit. This may be used for submission to licensing boards for satisfaction of CE/CME requirements.

## Commercial Support:

No commercial support was provided for this activity.

## Participation Costs:

There is no cost to participate in this activity.

## CE/CME Inquiries:

For all CE/CME related inquiries, please contact: [dha.ncr.j7.mbx.continuing-education-office@health.mil](mailto:dha.ncr.j7.mbx.continuing-education-office@health.mil).

**How to Obtain CE/CME Credit:**

To receive CE/CME credit, you must complete the program posttest(s) and evaluation(s) before collecting your certificate(s). The posttests and evaluations will be available through 18 June 2026 at 2359 ET at the following URL: [www.dhaj7-cepo.com](http://www.dhaj7-cepo.com).