

Courageous Conversations: When the Going Gets Tough, the Tough Get Talking

Program Overview

This interactive workshop teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics—at all levels of your organization. When people can discuss difficult workplace issues and make the best decisions, it can have a number of positive consequences, including:

- Greater efficiency
- Improved working relationships
- Increased employee satisfaction

Program Objectives

1. Identify when a conversation becomes crucial
2. Recognize the seven crucial conversations in health care
3. Analyze the five steps in courageous conversations
4. Demonstrate courageous conversation skills

About the Speaker

Katrina Coleman, RN, MSN, develops customized training and consulting services based on the organization's identified needs. She has over 20 years experience in healthcare serving in the beginning of her career as a registered nurse in pediatrics, med/surg, and home health. For the past 15 years she has focused on making a difference in health care by developing the leadership skills of senior leaders, directors, managers, and supervisors and staff nurses. Healthcare systems she has worked with include Calvert Memorial Hospital, Carroll Hospital Center, Dimensions Healthcare System, Fort Washington Medical Center, and Meritus Medical Center.



DATE/TIME

Thursday, December 1, 2016

8:30 AM –3:30 PM

Registration and Continental
Breakfast begin at 8:00 AM

REGISTER
NOW

LOCATION

Maryland Hospital Association
Pierson Conference Center
6820 Deerpath Road
Elkridge, MD 21075

PROGRAM FEE

Early Bird Member Discount \$199
(Register & Pay by November 1, 2016)

MHEI Member: \$249 (After November 1, 2016)
Non-Member: \$349

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Heacock,
Program Coordinator:

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This educational activity is jointly provided by AXIS Medical Education and MHEI.
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CONTINUING EDUCATION

Accreditation Statement

This activity is planned and implemented by AXIS Medical Education and the Maryland Healthcare Education Institute. AXIS Medical Education is 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.

Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for 6.0 contact hours.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

AXIS Contact Information

For information about the accreditation of this program please contact AXIS at 954-281-7524 or info@axismeded.org.

DISCLOSURE OF CONFLICTS OF INTEREST

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

The faculty reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Faculty or Presenter	Reported Financial Relationship
Katrina Coleman, RN, MSN	Nothing to disclose

The planners and managers reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Planner/Manager	Reported Financial Relationship
Katrina Coleman, RN, MSN	Nothing to disclose
Kelly Heacock	Nothing to disclose
Dee Morgillo, MEd, CHCP	Nothing to disclose

DISCLAIMER

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

AMERICANS WITH DISABILITIES ACT

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request.

Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration form online by 11:59 pm ET on December 15, 2016
- Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.