

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

## Program Overview

Being able to have effective conversations in our organizations improves relationships and creates accountability. This interactive workshop is MHEI's #1 requested program and teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics – at all levels of your organization.

## Program Objectives

- o Identify when a conversation becomes courageous
- o Recognize the seven crucial conversations in healthcare
- o Analyze the five steps in courageous conversations
- o Demonstrate courageous conversation skills

## About the Speaker

Lyndley O'Dell, MS, PHR, SHRM-CP is a healthcare human resources professional with over 8 years' experience in various aspects of HR including talent acquisition, onboarding, employee engagement, employee relations, performance management and organizational development. Lyndley has experience partnering with healthcare leaders and guiding them through challenging situations as well as managing an HR team. In addition to holding two HR certifications, Lyndley is also certified through ATD's Improving Human Performance program. Lyndley is passionate about building collaborative relationships and offering customized strategies to help leaders and staff achieve results.

This educational activity is jointly provided by AXIS Medical Education and MHEI.  
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## DATE/TIME

Thursday, December 5, 2019

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 5, 2019)

MHEI Member: \$249 (After November 5, 2019)  
Non-Member: \$349

## REGISTER

To register, please visit [MHEI.org](http://MHEI.org).

Questions? Contact Kelly Yost,  
Manager of Programs & Membership:

410.796.6239

[kyost@mhei.org](mailto:kyost@mhei.org)



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In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and MHEI. AXIS Medical Education 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.

#### 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](mailto: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
Lyndley O'Dell, MS, PHR, SHRM-CP	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 Yost	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 19, 2019
- 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.