

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



WHERE

Pierson Conference Center
6820 Deerpath Road
Elkridge, MD 21075

WHEN

December 2, 2021 8:30 AM – 3:30 PM

PROGRAM FEE

MHEI Member: \$199

Non-Member: \$399

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To register, please visit MHEI.org.

Questions? Contact Kelly Yost, Manager of Programs
& Membership: 410.796.6239 kyost@mhei.org

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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

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

About the Speaker

Lyndley O'Dell, MS, PHR, SHRM-CP is a healthcare human resources professional with over 10 years' experience in various aspects of HR including talent acquisition, onboarding, employee engagement, employee relations, performance management and organizational development. 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.