

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



VIRTUAL TRAINING

WHEN

*April 2, 2026
10:00 AM – 12:00 PM*

PROGRAM FEE

MHEI Member: \$199

Non-Member: \$399

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*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
4. Practice having courageous conversations

About the Speaker

Lyndley Andrews, MBA, PHR, SHRM-CP is a healthcare organizational development and human resources professional with more than 15 years of experience in hospitals and healthcare systems. Since joining MHEI in 2015, Lyndley has previously served as a Leadership Development Program Facilitator and Leadership and Engagement Strategist.

As the President of MHEI, Lyndley partners with healthcare leaders on organizational and leadership development initiatives that align with organizational priorities and drive measurable results. Passionate about building collaborative relationships, Lyndley equips leaders and teams with practical tools and strategies to strengthen engagement, performance, and organizational success.

