

The Art of Difficult Conversation: Dealing with Tough Topics Productively

Nobody care how much you know, until they know how much you care

DATE & LOCATION

Tuesday July 24, 2018

9:00 am – 3:30 pm

Handelman Conference Center
7090 Samuel Morse Dr., STE #400
Columbia, Maryland

Registration & breakfast begin at 8:30 am.
Doors open at 8:15 am

TARGET AUDIENCE

- Administrators
- Assisted Living Managers
- Social Workers
- Nurses
- **ALL** Department heads, leads, managers, and supervisors

CE — 5.5

- Administrator
- Assisted Living Manager
- Social Work

FEES

- LifeSpan Members — \$165
- Nonmembers — \$265

SPEAKER

Charlene Davis, MSW, Doctorate Candidate, Social Worker, Holy Cross Hospital. Ms. Davis is an experienced social worker who has worked over 25 years in long-term and acute care settings.

PROGRAM

It has long been speculated that a resident's (or their family's) disappointment with the care they receive in the healthcare system is a key driver for complaints and sometimes litigation.

It is precisely at those times when communication is most vital to achieving your goals that it breaks down most dramatically. Difficult conversations are scary because the stakes are high and there is a real cost of failure, raising everyone's defenses.

Being able to successfully navigate uncomfortable conversations is one of the highest level and most important relationship skills a person can possess. In this workshop you will learn how to share your thoughts and feelings in a clear, respectful, and persuasive manner, while deescalating the situation even when the other person is on the defensive.

OBJECTIVES

1. Understanding the common opportunities and impediments to meaningful, leadership conversations
2. Recognizing and addressing the hidden dynamics and issues people have behind their upsets
3. Develop the skill to manage emotions effectively and constructively,
4. Use persuasion and negotiating skills effectively to deescalate the situation

AGENDA

8:30 Scan-in/Breakfast

9:00 - 10:30 AM

- Preparing for a Difficult Conversation
 - Clear objectives
 - Emotional bank accounts
 - Style and tone
- Creating the Right Atmosphere
 - Open lines of communication and effective listening
 - Conflict management styles

10:30 - 10:45 AM Break

10:45 AM - 12:00 PM

- Increasing Your Impact
 - Body language
 - Getting it on the table
 - Agreeing on the issue / problem
 - Key interpersonal communication skills

12:00 - 12:30 PM Lunch

12:30 - 2:00 PM

- Coping with Criticism
 - Fight or flee response
 - Controlling your response and emotions
- Giving Unwelcome Messages
 - Managing expectations
 - Asking someone to change behavior
 - Avoiding the blame game

2:00 - 2:15 PM Break

2:15 - 3:30 PM

- After the difficult conversations
- Reaching consensus
- Action plan

3:30 PM Adjourn



Continuing Education

This program is sponsored by the Beacon Institute. This program is approved for 5.5 This program is approved by the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners of Long Term Care Administrators. This program is approved by the Maryland Board of Social Worker Examiners for Category I continuing education for social workers in Maryland. This program is approved by the Office of Health Care Quality (OHCQ) or continuing education credits for assisted living managers.

Registration Policies

1. Please mail or fax your registration early. Space is filled on a first served basis. Policy and deadlines for registration are the same by fax as by mail.
2. Please enclose a check or complete the credit card registration below. Faxed registrations must include credit card or purchase order information.
3. Registrations and payment must be received no later than five days prior to the workshop.
4. We reserve the right to cancel this program due to insufficient registration.

Cancellation Policy

Refunds, minus a \$25 processing fee per registrant, will be honored if requested in writing five (5) business days prior to the date of the seminar. In the event of emergency, attendees may send substitutions in their places without prior notification.

Inclement Weather Policy

If Howard County Public Schools are closed or opening late due to inclement weather, all seminars are **CANCELLED**. Registrants will be contacted regarding rescheduling arrangements.

SEMINAR LOCATION

**HANDELMAN CONFERENCE CENTER
7090 SAMUEL MORSE DRIVE
SUITE #400
COLUMBIA, MD 21046**

(Located at the rear of building)

Registration Form

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PLEASE PRINT. Copy this form for multiple registrants. Please register and return by **July 19, 2018**.

Name _____ Title _____

Email (Work) **Required** _____

NH License # _____ NAB CE Registry ID# _____

Facility Name _____

Facility Address _____

City _____ State _____ Zip _____

Work Phone _____ Fax _____

Fees: LifeSpan Members: **\$165** Non-members **\$265** Total Amount Due \$ _____

Please mail with check payable to: **The Beacon Institute**, 7090 Samuel Morse Drive, STE 400, Columbia, MD 21046
Or fax with credit card information to **410.381.6061**



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