

2018

crucial conversations®

T R A I N I N G

Enroll in this two-day workshop to create a healthier, safer environment for you and your patients!



Do you speak up when it matters most?

Master high stakes interactions with Crucial Conversations® training.

Register online at www.kchealthcareers.com. You must be an employee of a hospital in the Kansas City metropolitan area to participate in this program. Questions? Contact Kathy Nadlman at nadmankathy@gmail.com or 913/681-5525.

Registration fee: \$249
If you register and cannot attend, you may send someone in your place.
Lunch is provided.

Upcoming Workshops
8:30 a.m. - 5 p.m.

Sept. 13-14
Children's Mercy Hospital

Oct. 18-19
Saint Luke's East Hospital

Nov. 15-16
Saint Luke's South Hospital

Crucial Conversations® training teaches vital communication skills and self-reflection. It will give you the skills to candidly discuss the toughest issues and strengthen your health care team. Learn how to create conditions in which staff at all levels can speak with complete candor and respect. These skills can drive positive change throughout hospitals and improve patient safety and quality care.

Break The Culture Of Silence

A national study, *"Silence Kills: The Seven Crucial Conversations for Healthcare,"* uncovered an epidemic of silence in the health care community. Conducted by VitalSmarts and the American Association of Critical Care Nurses, this study discovered that fewer than 10 percent of physicians, nurses and other clinical staff directly confront co-workers about their concerns when the co-worker takes a potentially dangerous shortcut, makes a mistake or demonstrates incompetence.

Speaking To Be Heard

In Crucial Conversations® training, you will learn to:

- resolve disagreements
- speak persuasively, not abrasively, when opinions vary and emotions run strong
- understand your own style under stress
- separate facts from emotions
- clearly identify and express what you mean
- foster teamwork and create a safe environment for others to speak
- give and receive feedback that enhances relationships and improves results
- make clear decisions and commitments

Who Needs Crucial Conversations® Training?

Crucial Conversations® training is beneficial to hospital employees. Primary caregivers gain skills to create alignment and trust when decisions could mean the difference between life and death. Hospital executives and managers gain skills to influence the organization's culture and make the best decisions when allocating limited resources.

CEUs are available through the HR Certification Institute, IACET and CA Board of Registered Nursing.

Sponsored
by the Kansas City
Metropolitan
Healthcare Council

For more information, contact Kathy Nadlman at nadmankathy@gmail.com.