Crucial Conversations: It's More Than Just Talk! WEBINAR



DATE + TIME

December 11, 2020
8:00 am – 12:30 pm

TARGET AUDIENCE

Licensed Nurses + Other Interested Healthcare Professionals

REGISTRATION

$60 for non-members //
$0 for Upstate AHEC members

To register: www.upstateahec.org > CE Tab > Live Courses > December

INSTRUCTOR

Pam Collins, MSN, CMSRN, NPD-BC

***Prisma Health Attendees Only:** This session is being offered to clinical nurses based on feedback obtained by the 2020 Annual Nursing Educational Needs Assessment survey.

COURSE DESCRIPTION

Crucial conversations in the workplace can often involve differing opinions, strong personalities, and intensified emotions. This program will cover strategies for navigating effective crucial conversations and tips for giving and receiving feedback.

OBJECTIVES

At the conclusion of this program, participants will be able to:

- Discuss the required skill set for having crucial conversations
- Implement strategies for managing crucial conversations
- Identify barriers to effective crucial conversations
- Utilize core principles of giving/receiving feedback
- Discuss how to manage "push back"
- Analyze legal implications of crucial conversations

INSTRUCTIONS

A link + directions will be sent to all registered participants 1-2 days prior to the program to log into WebEx. Please ensure you have the correct email entered into our system when completing the registration process.

ANCC Disclosure Statement: Upstate AHEC's conflict of interest policy requires faculty to disclose any real or apparent commercial financial affiliations related to the content of their presentations/materials. The speaker has signed a vested interest form declaring no conflict of interest in education activity. Provisions of this educational activity by Upstate AHEC does not imply endorsement by Upstate AHEC or ANCC of any commercial products displayed in conjunction with this activity.

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CONTINUING EDUCATION CREDIT

Licensed Nurses: Upstate AHEC is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. Upon successful completion of this program, attendees will receive **4** contact hours. www.nursecredentialing.org/accreditation.aspx

Others: This program is approved for **0.4** CEUs (**4.0** clock hours) by Upstate AHEC and meets SC AHEC Best Practice Standards.

Successful completion of the program requires attendance for at least 90 percent of the program and a completed online evaluation by the participant within 10 calendar days of the program date. A certificate of completion will not be made available for you if the evaluation is not completed within this timeframe. No partial credit available.

Americans with Disabilities Act (ADA): Upstate AHEC is committed to equality of educational opportunity and does not discriminate against applicants, students or employees on the basis of race, color, religion, sex, national origin, age, disability or veteran's status. If you require reasonable accommodations for a disability in order to participate fully in a continuing education activity, call 864-349-1160 no later than one week before the date of the activity.

Refund and Cancellation Policy: Upstate AHEC reserves the right to cancel a continuing education program if enrollment is not sufficient to warrant offering the program. If a class must be cancelled for any reason, a full refund will be granted. In the event that Upstate AHEC should find it necessary to cancel or postpone a program for any reason including, but not limited to, registration responses, strikes, or acts of God, a full refund will be granted. Upstate AHEC will not be liable for registrants' expenses.

Registrants canceling between 2 weeks and 48 hours prior to the program will receive a 75 percent refund. No refunds or credits will be given for cancellations received less than 48 hours prior to the program. No refunds or credits will be given for no-shows. Participant substitutions are welcome (please notify us in advance of the program). Cancellations must be made in writing (mail or email – registration@upstateahec.org).