When someone violates a procedure or otherwise acts in an unsafe way, the first person to see the problem—regardless of his/her position—has a choice to make:

SAY NOTHING AND LATER REGRET

SPEAK UP AND HAVE A CRUCIAL CONVERSATION

-David Maxfield, PhD, Crucial Conversations

Registration now open

CRUCIAL CONVERSATIONS
TRAINING FOR FACULTY AND STAFF

Learn How to Speak Up and Help Others Do the Same

Tuesday, March 13, 2018
8:30am-5pm
Management Education Center, Troy, MI

A few defining moments can make all the difference.

When someone violates a procedure or otherwise acts in an unsafe way, the first person to see the problem—regardless of his/her position—has a choice to make: say nothing and later regret or speak up and have a crucial conversation.

-David Maxfield, PhD

It isn’t always easy to have a crucial conversation. Sometimes it involves speaking up in a culture of silence or overcoming a sense of fear—of admonishment, of a challenging organization hierarchy, or of losing a job. It is therefore essential to develop skills that empower open communication so you feel capable and confident in having that conversation.

Join New York Times Best-Selling Author and leading national expert in this field, David Maxfield, PhD, for an exciting, hands-on workshop that will do just that. Specifically, participants will learn:

• Skills to foster open dialogue around high-stakes, emotional, or risky topics.
• Practical strategies you can implement to create a supportive institutional culture resulting in better patient outcomes and higher employee morale.

Participants will work through real-life scenarios like providing feedback on unprofessional behavior, confronting a difficult colleague, speaking up to prevent healthcare errors, and addressing sexist behavior in the organization.

This workshop is invaluable for anyone striving to create a positive learning environment for the entire team.

Register today!
https://healthcarespeakup.eventbrite.com