COMMUNICATION: THE GOOD, THE BAD, AND THE UGLY
HOW TO USE EFFECTIVE COMMUNICATION TO BECOME A GREAT LEADER

FACULTY

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This session is intended for mid-level managers from those new to the role to those with years of experience. Developing good communication skills is essential to being a good leader.

This session will cover:

- Verbal communication
  - Handling crucial conversations with front line staff, physicians, and superiors
  - How to de-escalate a stressful conversation or event
  - Leadership rounding with a purpose
  - The importance of 5:1 feedback

- Written communication
  - Performance evaluations and the need for honest, direct feedback
  - Presentations and portraying an air of confidence to all levels of upper management

- Electronic and Media
  - How to get your emails read and get your point across
  - Informal communication to your staff through newsletters, stop light reports, social media, etc
  - News media conversations and how to handle yourself in public relation situations

Overall, the attendee will learn to effectively communicate goals and tasks, build an environment of positive communication, gain the most from your staff, and impress the 'higher ups' with your ability to clearly articulate your plans.

Teaching methodologies include: didactic, video, role play, peer to peer feedback and personal coaching.

Tuesday, April 25 – 8:30 – 4:30 pm
Lunch included
7 Contact Hours