

Keeping it Safe When the Conversation Becomes Crucial

A **free** webinar with CE credit

Competency in communication is vital to effective teamwork and leadership. How do you stay focused and get results when the stakes and emotions are high? Megan will provide insights into the key skills necessary for communicating in difficult situations.

*“Communication is the most
important skill any leader can possess.”*

- Richard Branson

Objective

Articulate three of the most common conflicts nurse leaders encounter in crucial conversations including managing up, down and laterally.



Faculty

Megan Gillespie, MBA, MSN, RN, NE-BC, Director of Maternal Child Health Service Line, Kaiser Permanente, Santa Clara, CA is an experienced, passionate, outcome-oriented healthcare leader that leverages dual masters' degree foundation, in business administration (MBA) from University of Texas at Tyler and healthcare leadership (MSN). She has experience across both outpatient and inpatient operations and has a proven track record of performance improvement, enhancing staff engagement, improved HCAHPS and cost effectiveness. Megan has the crucial conversations required to transform teams through awareness of quality, financial impact, engagement in action plans and celebrating successes.



Attend the webinar LIVE or watch the recording

Friday, January 11, 2019 – 12pm EST / 9am PST

Register at: <http://www.synovaassociates.com>