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WEBINAR: How to Have Difficult Conversations with Difficult People

LEARNING OBJECTIVES:

- Generalize two strategies to prepare for a difficult conversation with an employee.
- Describe landmines to avoid when an employee gets defensive.
- Summarize one strategy successful healthcare professionals implement to inspire a culture of continuous and ongoing improvement through relentless feedback.

SPEAKER:



DIANE SALTER
MSN, RN, CPAN, NE-BC

Director of Surgical Services
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Ephrata, PA, USA

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MEETING INFORMATION:

Date: Wednesday, April 3, 2024

Time: 12-1 PM ET

[Webinar Registration Link](#)



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Participants can only claim credit for one of the learning formats (webinar, group program or self-study). To receive credit for the self-study program, participants must view the self-study program independently and complete the post-test and evaluation to obtain their certificate.

Abbott Nutrition's Provider Statement for Nursing CEs:

Abbott Nutrition Health Institute is an approved provider of continuing nursing education by the California Board of Registered Nursing Provider #CEP 11213.

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Abbott Nutrition Health Institute (R0002), is a Continuing Professional Education (CPE) Accredited Provider with the Commission on Dietetic Registration (CDR). CDR credentialed practitioners will receive continuing professional education units (CPEUs) for completion of this program/materials. Continuing Professional Education Provider Accreditation does not constitute endorsement by CDR of a provider, program, or materials.

In addition to completing an online evaluation, participants of our programs can provide feedback directly to [CDR](#).

