



WEBINAR

Conflict Management

How to manage and even leverage conflict to build a healthy culture

Date: **Thursday, April 2, 2020**

Time: **1:00 – 2:00 p.m. CT**

Speakers:

Katie Owens, MHA, CPXP, Co-Founder and President
Healthcare Experience Foundation

Cost

\$195 per connection for NHA members. \$390 per connection for non-members.

Note: The fee is for one phone line with unlimited participants.

Target Audience

- CNO, VP of Nursing, Directors, Managers, Supervisors, Nursing Staff (All Nursing Levels)
- CEO, CHRO, COO
- Chief Medical Officers and Physician Leaders
- Facility leadership and staff who engage with nurse leaders to better understand the environment in which they work

Course Curriculum

For many, conflict is something that can feel overwhelming, or we don't have time for, or easy to avoid. It can be the catalyst for dysfunction or be the spark behind the greatest teams and relationships of our life and career. Join us for the upcoming webinar: Conflict Management: How to manage and even leverage conflict to build a healthy culture. This webinar will cover strategies to own the conversations that build trust and create solutions. We will address the roles of power, empathy and

perspective taking to learn and grow as professionals and as a team. Lastly, attendees will learn a five-step process to navigate conversations when we count on successful outcomes the most.

Learning Objectives

By the end of this presentation, learners should be able to:

- Explain the risks of poor conflict management and missed opportunities of healthy conflict
- Discuss attributes of high-performing teams and the power of communication
- Describe the role of empathy, trust, and perspective taking for successful relationships
- Outline a five-step process to break through barriers with conversations when it matters most

Speaker Bio

Katie Owens, CPXP

Co-Founder and President, Healthcare Experience Foundation

As the senior leader of a national consulting firm, she has worked with hundreds of organizations and thousands of leaders to equip their cultures and instill competencies that achieve breakthrough performance with quality, safety, patient experience, and workforce engagement. Her fundamental tenet is that every person is worthy of an environment where they can receive and deliver the best possible care. She is Lead Author of the *HCAHPS Imperative for Patient-Centered Excellence* and frequently authors in respected industry publications and journals.

The speaker has no real or perceived conflicts of interest that relate to this presentation.