

Difficult Conversations in Healthcare: Digging Deep and Focusing on What Matters Most

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Difficult discussions make us uncomfortable. Often in healthcare, however, they are critical to strengthening relationships and creating high-performance teams. To understand how to best approach difficult discussions, it is important to know how to prepare for the conversation, determine positive actions to take during the difficult discussions, and identify behavioral changes to create the best possible resolution.

Following this presentation, the participant will be able to:

1. Define the three types of conversations to leverage in preparation prior to difficult discussions.
2. List at least three positive actions to take during a difficult conversation.
3. Describe at least three ways to improve difficult discussions.
4. Identify potential behavioral changes to improve approaches to difficult discussions.

*May be subject to certain safety precautions in accordance with the authority having jurisdiction over the community. Please contact us for details.

The Optimum Life CE series is a pre-recorded webcast. • This program was submitted for approval to the following governing bodies and their required pre-approval statements listed below. The program is approved for CE credit when presented in the month listed. • Email cesupport@brookdale.com for more information about contact hours. • This program has been submitted (but not yet approved) for Continuing Education for 1.0 hour from NAB/NCERS. • This activity is pending approval from the National Association of Social Workers. • This program has been submitted to The Commission for Case Manager Certification for approval to provide board certified case managers with 1.0 hour. • Brookdale Senior Living Inc. is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #0221. • This course is approved by the Michigan Social Work Continuing Education Collaborative. • This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association is accredited as an approver of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation (OBN-001-91).

