



Crucial Conversations®

The Keystone of
Successful Networks!

Patient safety, quality care, productivity, employee morale, and leadership effectiveness are all key elements that every health care organization must keep in focus if it is to achieve its goals. Even with the best laid plans, many organizations still struggle to accomplish the results they envision.

What are the conversations that you are not holding or holding well, that are preventing your organization from getting the results you want? Many problems that plague organizations are rooted in the same cause: perplexed staff who are not quite sure how to bring up touchy, controversial, and complex issues and resolve them. These problems are especially pronounced when emotions are involved, opinions vary, and the stakes are high.

Wipfli uses the power of *Crucial Conversations® Mastery Course* by VitalSmarts® to help individuals, teams, and organizations step and hold crucial conversations well., thereby beginning to achieve the performance they seek.

Tina Sundly, Health Care Strategic Alignment Manager, with Wipfli, is a certified trainer of **Crucial Conversations®** and will be providing the training in Charleston for NCHN.

For more information about Crucial Conversations® visit: www.vitalsmarts.com

Fee Includes:

- 18-hour Training Session
- All Training materials (book, tool kit, CD series)
- Two Breakfasts & Lunches & Beverage Breaks

Participants must be committed to stay for the full two days of training! Each day is 8:00 AM—5:00 PM

Lodging and transportation costs are separate and the responsibility of the participant.

For lodging at the Francis Marion please call (843) 722-0600 or 1-877-756-2121 and ask for the NCHN Conference Rate.

Details

When: April 23-24, 2009

Where: The Francis Marion in Charleston, SC

Cost: NCHN Members - \$925 and Non-Members - \$1,050

Register at: www.nchn.org or by calling 270-925-5611

NCHN

400 S. Main Street
Hardinsburg, KY 40143

Phone: 270-925-5611
Fax: 270-580-4741
Email: rdavis@nchn.org
Website: www.nchn.org

