

## Navigating Communication and De-Escalation

Wednesday, May 29, 2024 • 1 - 3 p.m. • Live Webinar

Wednesday, June 12, 2024 • 1 -3 p.m. • Location: Live Webinar

Friday, May 31, 2024 • 1 - 4:15 p.m. • Location: SR-AHEC

Friday, June 21, 2024 • 1- 4:15 p.m. • Location: SR-AHEC

*\*\* Note: The webinars are exclusively accessible on the scheduled day and will not be recorded for future viewing.*

### Target Audience

This program is for any professional who works in a medical office setting and/or any professional who works directly with the public.

### Program Description

Today people are offended more easily and a lot less tolerant of anything that disrupts their day. In an environment that demands healthcare providers go above and beyond to keep their clients happy, today's healthcare provider must continually work to improve their communication and conflict resolution skills. In this session, we will explore why conflict occurs and the different types of response to the event. We will then take things a step further and review tactics/strategies that can be used in the workplace to manage these intense moments that keep our team supported and safe. Join us for this interactive session with open discussion of the true challenges and practical approaches to better protect us (physically and psychologically) while we resolve conflict. (Fun Fact: These skills are able to be applied in any personal or professional environment.)

### Objectives

Upon completion of this knowledge-based course, the participant will be able to:

- List at least one reason that conflict occurs.
- Recognize the 5 different ways that conflicts are managed. (Avoidance, Withdrawal, Contention, Compromise and



Collaboration)

- Describe how to break the cycle of conflict to begin resolution.
- Explain the steps to take to have a critical conversation.

### Speaker

**Melissa G. Overton, BSN, RN**, is known for being exceptionally active and truly engaged. Overton founded and manages a healthcare continuing education safety and leadership training company named MedicalTraining.me. Before launching MedicalTraining.me, PLLC in 2013, Melissa gained more than 20 years of passionate experience as a critical care nurse and educator. She translated that enthusiasm into lifesaving and lifechanging training with classes like CPR/BLS, First Aid, Advanced Life Support and as a certified trainer, speaker, and coach with the John Maxwell Team. In 2019, Melissa was recognized at the Triangle East

Chamber of Commerce Small Businessperson of the Year and was nominated for the Athena Award. In 2021, Overton won the Athena Award recognizing her leadership and volunteerism especially in the professional development of other women. Melissa also recently received the 2021 Innovator of the Year and Leaving a Legacy Awards from the Clayton Chamber of Commerce for her leadership and innovation with the Launch JoCo programs that works with local entrepreneurs on business and leadership development. Recently, Melissa was awarded the Clayton Chamber of Commerce Leaving a Legacy Award for her co-creation of the ElevateHER women's conference and her speaking contribution. The Clayton Chamber of Commerce also awarded her with the Key Contributor Award for her contributions to the workforce development programs that she leads and hosts across the county. In 2022, Overton, was also hired to re-design and lead the Leadership Johnston program that works with leaders across the county over a year to enhance their leadership skills while connecting and networking to the local business community.

## Agenda

12:45 p.m.	Log in to webinar
1 p.m.	Session Begins
3 p.m.	Adjourn

## Fee

There is no fee for this program.

## Register Online



Register here: <https://www.southernregionalahec.org/courses-and-events/73334> or scan the QR code.

## Credit

**CEU:** 0.2

**Contact Hours:** 2.0

**Nursing Contact Hours:** 2.0 Nursing Contact Hours will be awarded to participants who attend 90% of this educational activity.

*Southern Regional Area Health Education Center is approved as a provider of nursing continuing professional development by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.*

## ADA Service

Americans with Disabilities Act Individuals requesting accommodation under the Americans with Disabilities Act (ADA) should contact the ADA coordinator at least five days prior to the event at (910) 678-7305 or [TiAndreana.Williams@sr-ahec.org](mailto:TiAndreana.Williams@sr-ahec.org).

## Substitutes/Refunds/Transfers

Cancellations must be in writing (fax, email, or mail)

*Attendance at this activity grants permission for Southern Regional AHEC to use any photographs, audio, video, or other images from this activity for promotional or educational purposes. Please notify an AHEC staff member if you have concerns.*

## Contacts

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