



## DESCRIPTION

Addressing critical issues or concerns can be challenging in the best of situations. Bringing up or responding to sensitive topics can contribute to us reacting in one of 2 extremes - avoiding at all costs or aggressively "hitting it head on." Both extremes can result in destructive conversations, leaving both parties unsettled and dissatisfied.

## OBJECTIVES

*Upon completion of this course, the participant should be able to:*

1. Understand what makes for a difficult conversation.
2. Summarize what makes us tend to go from one extreme to another.
3. Explain communication styles.
4. Interpret the "dance" we engage with others.
5. Learn the role of perspective and the "stories" we tell ourselves.
6. Learn healthy approaches for addressing challenging issues or concerns.

## TARGET AUDIENCE

Counselors & Family Therapists, Administrative Personnel, Social Workers, and any other Healthcare Professionals

## FEE

**\$20 Consortium Member \$40 Non-consortium Member**

## Cancellations and Refund Policy:

Cancellations and Refund Policy: Cancellations must be made prior to each program's cancellation deadline date as listed on its program details page in order to be eligible for a refund. If you paid a registration fee for your in-person or webinar program and cancel via the registration system by the cancellation refund deadline, you are eligible for a full refund (minus any material fee, if applicable) Refunds are typically processed within 10-15 business days after that.

## INSTRUCTOR

**Susie Owen, LISW-CP, LCSW, CEAP**

Susie Owen is a Licensed Clinical Social Worker and a Certified Employee Assistance Professional with 26 years of experience assisting employees in the workplace with both their interpersonal skills and professional development. She provides this assistance through training, workshops, 1:1 coaching, facilitation, team development, organizational assessment and conflict resolution with customers throughout the country. She recently started her own business in South Carolina providing the aforementioned services, and she continues to provide part-time services to All Points EAP located in Central Va.

**Tuesday,  
November 19, 2024**

**11:00 am - 12:30 pm  
Webinar via WebEx**

## CREDIT

**AHEC:** This program is approved for 0.15 CEU's (1.5 clock hour) by Pee Dee AHEC and meets SC AHEC Best Practice standards. Participants must attend 90% of the program and complete an evaluation in order to receive a certificate of attendance. No partial credit will be given.

**Counselors and Therapists:** This program is approved for 1.5 hour of continuing education credit. The South Carolina AHEC system is recognized as a permanent sponsor of continuing education by the South Carolina Board of Examiners of Licensure of Professional Counselors, Marriage and Family Therapists, and Psycho-Educational Specialists. {Provider number is #65}

**Social Workers:** Pee Dee AHEC, as part of the SC AHEC System, is an approved provider of CE for social workers. This social work program is approved for 1.5 hour of social work credit hours.



Scan the QR Code or visit  
[www.scahec.net/learn/login](http://www.scahec.net/learn/login)  
For questions, please call Kimberly Morris  
843-777-5352  
[kimberlymorris@mcleodhealth.org](mailto:kimberlymorris@mcleodhealth.org)