



DESCRIPTION

Imagine this. You sign onto your computer ready for the day. You have your coffee, your favorite snack, and a full list of to-do's to tackle. You're ready to take on the day and make an impact. Suddenly, an email from a colleague pop into your inbox that disrupts not only your day, but your teammates' day. The same colleague seems to introduce new roadblocks to your teams ongoing project on a weekly basis. This colleague makes it difficult for you to do your job and to achieve your project goals. It's time to have a difficult conversation. You feel a pit in your stomach but where to start..?

Sound familiar? You're not alone. When faced with difficult conversations, employees report feeling more stressed, less productive, and less connected to their work. In fact, 70 % of employees avoid having difficult conversations altogether. There's a solution. By accessing the right tools, you can have difficult conversations with co-workers like a champ, increasing your on-the-job effectiveness, bolstering your team cohesion, increasing your work satisfaction, and maximizing your contribution to your agency. Join us for a half-day training on how to have Difficult Conversations, learning how to make these workplace discussions as easy as 1-2-3. One-increase your conversational self-awareness. Two- use the BASICS-buffer, affirm, safety, intentional listening, call-to-action, and support-to-structure your conversations. Three- make the conversation count. Walk away with a robust communication toolkit you can use to face your next challenging conversation with confidence. Its time to replace that pit in your stomach with self-assurance and self-confidence and turn your next difficult conversation into a meaningful opportunity!

OBJECTIVES

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

1. Increase awareness of their own conflict management style and Identify when to use skills that lead to productive conflict management and what discourages a positive (win-win) outcome.
2. Improve their own communication style by recognizing their verbal and non-verbal strengths, vulnerabilities and identify opportunities for improvement.
3. Understand the "BASICS", the components of structuring a successful conversation, to reach positive solutions, cohesion, and productivity.
4. Strengthen their core communication skills, taking a proactive approach to managing difficult conversations.
5. Become equipped with the skills and knowledge they need to turn a tense situation into a positive path forward.

INSTRUCTOR

Jackie Kohlhepp is the Founder & CEO of JTK Consulting, LLC, and the Co-Founder and Co-CEO of The Rez Rev, LLC, based in Summerville, SC. With a background in nonprofit leadership and talent acquisition, Jackie expertly builds innovative tools and creative content to help companies recruit and retain employees. As a mission-driven Society for Human Resources Senior Certified Professional (SHRM-SCP) and Licensed Independent Social Worker-Advanced Practice (LISW-AP), Jackie has over 13 years of experience working in the non-profit space as a social worker with a systems focus and as a talent acquisition leader in both the non-profit and for-profit business sectors. Bringing a deep knowledge of human behavior and a passion for engaging employees at all phases of the employee life cycle from hire to retire.

**Wednesday,
February 26, 2025**

**12:30 pm - 4:00 pm
Webinar via WebEx**

Fee:

\$40 Consortium Members
\$80 Non-consortium Members
Deadline to register: 2/25/2025

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.

TARGET AUDIENCE

Counselors & Family Therapists, Administrative Personnel, Human Resources managers, Social Workers, and any other interested healthcare professionals

CREDIT

AHEC: This program is approved for 0.35 CEU's (3.5 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 3.5 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 3.5 hour of social work credit hours.



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