

The Eye of the Storm: Tools for Navigating Challenging Conversations During these Turbulent Times



Thursday, September 9, 2021, 4:00-5:30 PM EASTERN Time

Virtual webinar, 1.5 contact hours; \$25



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Dr. Mackenzie will be discussing strategies to navigate the increasingly intense communications that school nurses, school counselors, and administrators are having with parents during these difficult times. Learn how to deescalate and manage the intense emotions associated with these challenging conversations.

Learner Outcomes:

1. Identify 3 self-management strategies that can be used upon entering a challenging conversation.
2. Identify common scenarios best addressed first using de-escalation strategies.
3. Describe the stages of de-escalation and how to recognize the body language and behavior of each stage.
4. Identify communication strategies to transition from de-escalation to partnering
5. Apply learning of successful communication strategies through simulated practice during breakout sessions



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Registration

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