



# Communication: Connect through Conversations

## Webinar invitation!

Much of a leader's work is accomplished through conversations, from the everyday routine to the extreme and tough challenges. Effective leaders achieve goals by leveraging their team's talents by paying attention to the people doing the work.

Are you ever confronted with any of the following issues? If so, please register/complete this learning activity.

- How do I achieve a business outcome while respecting and appreciating the affected people's feelings?
- Am I emotionally intelligent?

If so, please register/complete this learning activity.

## Who should attend?

Novant Health leaders.

## Webinar dates and times (*choose ONE session*)

- Friday, October 8, 9 a.m. to 12:30 p.m.
- Thursday, October 14, 9 a.m. to 12:30 p.m.

**Register through I-Learn by browsing for: CELC0051 Communication: Connect through Conversations. After registering, you will receive a confirmation email with further details for accessing the webinar.**



## Objectives

The information shared in this course will help you to:

- Engage the "head" (the business outcome) with the "heart" (respecting and appreciating team members' feelings) during a conversation.
- Identify the role of emotional intelligence in being a more successful leader.
- Develop foundational leadership skills that apply to a wide range of workplace scenarios.

## ANCC credits

3.25

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