

N Skills for Difficult Conversations

Leadership lab opportunity!

It is important to know how to handle difficult conversations effectively and this course will equip you to do just that. This lab will provide you the opportunity for application and practice of key skills related to our People and Team practices.

Who should attend?

Novant Health leaders

Webinar date and time

Thursday, February 13, 10 a.m. to noon

Register through I-Learn by browsing for: **CEL0072 Skill for Difficult Conversations**. After registering, you will receive a confirmation email with further details for accessing the course materials and attending the session.



Objectives

The information shared in this course will help you to:

- Identify principles of effective dialogue.
- Describe skills needed for difficult conversations.
- Apply key principles in difficult conversations.