



*Do you speak up when it matters most?  
Get trained and join those who do.*



Master high-stakes interactions with crucial conversations<sup>®</sup> training.

## Two Day Course

**August 11, 2017, 7:30am—4:00pm**  
**August 18, 2017, 8:00am—4:30pm**

**Both days are required**

### Instructors:

Bala Bhagavath, MD  
Kate Valcin, MSN, RN

**Location:** URC: 1-9545 & 1-9525

**Cost: \$365.00 (15.5 CNE)**  
**\$400.00 (14.5 CME)**

- As per HR Policies/Guidelines, full-time staff are eligible for 70% tuition reimbursement if paying by credit card, check, or cash
- 312 requisition accepted for payment only, not tuition reimbursement.

To Register: <http://www.cvent.com/d/zvqg96>

Offline payments must be delivered to the Center for Nursing Professional Development, room 1-3241, within 7 business days of registering.

Maximum capacity: 24.

**Cancellation policy:** You may unregister yourself via Cvent until 7 business days prior to the class. In fairness to those on the waiting list, please try to avoid canceling last minute. If cancelling less than 7 days prior to class, please notify Barbara Ferguson or Caitlin L. Smith via email. You will be prompted to either send a participant in your place or pay a \$30 cancellation fee.

## A Culture of Silence

The national study, *Silence Kills: The Seven Crucial Conversations for Healthcare*, discovered that holding a crucial conversation with a coworker who takes shortcuts, makes a mistake, or demonstrates dangerous incompetence can be so intimidating that nine out of ten healthcare professionals remain silent.

## Break the Silence

Crucial Conversations Training will give you the skills to build relationships while candidly discussing even the toughest issues. Whether you're concerned with patient safety, quality care, productivity, or declining morale—whatever the issue— if you cannot openly and honestly discuss it, you can expect poor, even fatal, results.

## Backed by Research

Drawing on 30 years of research, this award-winning course teaches best practices to transform the work environment so that healthcare professionals succeed as healers and patients can receive the best possible care.

## Enroll today and create a healthier, safer environment for you and your patients.

The University of Rochester School of Medicine and Dentistry is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The University of Rochester School of Medicine and Dentistry designates this live activity for a maximum of 14.50 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

The University of Rochester Center for Nursing Professional Development is accredited with distinction as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.