

# Navigating Difficult Conversations

Presented by KP Leadership University & Leadership Development and Learning

## COURSE DESCRIPTION

**Navigating Difficult Conversations** is a three-hour virtual session focused on building confidence and competence to navigate difficult/real conversations.

Practice approaches grounded in emotional and conversational intelligence methods, as well as coaching mindset. This learning experience includes a follow up session with your peers to share approaches you applied and explore challenging workplace scenarios.

## COURSE OBJECTIVES

Upon completion, you will be able to:

1. Apply a coaching mindset approach for navigating difficult conversations
2. Grow awareness of toxic behaviors that derail conversations
3. Navigate difficult/real conversations with confidence using deep listening and conversational intelligence
4. Recognize the connection between Navigating Difficult Conversations and demonstrating inclusive behaviors
5. Take away specific learning to practice on the job and discuss in group coaching follow up session

## CONTINUING EDUCATION UNITS

This course is approved by the California Board of Registered Nursing for 3.0 contact hours. Provider Number CEP 2365

**QUESTIONS:** Contact [KPLU-NCAL@kp.org](mailto:KPLU-NCAL@kp.org)

## 2024 DATES

February 22<sup>nd</sup> : 1pm – 4pm  
- follow up March 7<sup>th</sup> : 3-4pm

May 9<sup>th</sup> : 9am-12:00pm  
- follow up June 12<sup>th</sup>: 9-10am

August 21<sup>st</sup> : 1pm – 4pm  
- follow up September 4<sup>th</sup> : 3pm – 4pm

November 19<sup>th</sup> : 9am-12:00pm  
- follow up December 3<sup>rd</sup> : 10-11am

## REGISTRATION

Log on to KP Learn Website and Search:  
<https://learn.kp.org>

- Course ID: [LDR:NC LD NVDC 0124](#)
- Course ID: [LDR:NC LD NVDC FL 0124](#)

## REFUND POLICY

There is no fee for this course, but space is limited. Out of consideration for others, please cancel your registration at least 48hrs before course date.

## INTACT TEAM OPPORTUNITIES

If you are a leader of leaders and would like to discuss offering this course to develop your leadership team, please reach out to your local OD Leader/OE Consultant or contact [KPLU-NCAL@kp.org](mailto:KPLU-NCAL@kp.org).

## CERTIFIED TRAINERS

MaryAnn Whitney, Sr Learning Consultant  
Jan Jensen, OD Leader  
Lori Evers, OD Leader  
Gayle Estep, Program Lead  
Krysha Harrington, LD Practice Specialist