



Missed Signals: Navigating a Difficult Phone Conversation

When:

Tuesday, March 12, 2019
2-3pm ET / 11am-12pm PT

Speaker(s):

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Target Audience:

Administrators • Coordinators •
Physicians • Nurses • Surgeons •
Managers • Quality Improvement •
Social Workers • Other Donation and
Transplantation Professionals

Purpose:

During organ and tissue procurement, crucial conversations occur without the helpful subtext of body language or other visual cues. The dynamics of communication in this field can be intense whether it be authorizing donation with a grieving family, allocation of an organ when logistics are complicated, or time-sensitive outreach/ responses needed in the middle of the night. Join us to hear from nationally renowned André Salvage as he helps us to hone skills that will make us successful with each remote interaction. André Salvage and Associates are experts in the elements of these interactions that can make the difference between a challenge and a successful outcome. With the current improvements & limitations in technology, interactions in both a professional setting and within the donor process have introduced new approaches to “old processes.”

Objectives:

At the end of the webinar, participants should be able to:

- Identify different ways to explore emotional response from identifiable cues.
- Cultivate a better method of addressing conflict and misunderstandings without face-to-face cues.
- De-escalate high-intensity emotions over the phone & increase staff capacity for resiliency during challenging phone conversations.

Register at OrganDonationAlliance.org/webinar-series

Continuing Education Credits

The Organ Donation and Transplantation Alliance offers 1 Category 1 CEPTC credit from the American Board for Transplant Certification.

BRN – 1.0 hour of continuing education credit will be provided for this event by Donor Network West, approved by The California Board of Registered Nursing, Provider Number CEP 13062.

Credit for OnDemand Recording

OnDemand CEPTC and nursing credits are available after watching the OnDemand recording and completing the evaluation process on the OnDemand site. Credits are available for a duration of 12 months from the date of the webinar.

Live Webinar Cost

\$80 per webinar connection. \$10 late fee applied to registrations received less than 3 days in advance.

Cancellation Policy

Cancellations must be submitted at least 5 business days prior to webinar, and are subject to a \$10 nonrefundable processing fee. Inside of 5 days, all attendance costs are nonrefundable.

