



Leading Difficult Conversations

Jennifer Samuel Chance

This session is eligible for 1 Continuing Education Hour

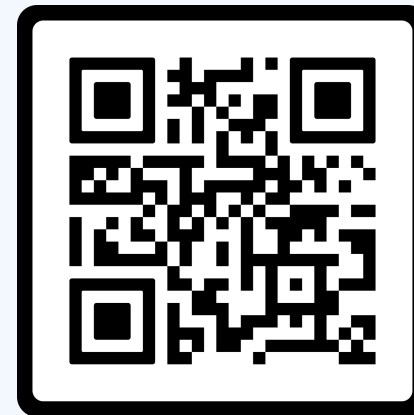
For these hours to appear on your certificate, you must:

- Scan your badge at the door
- Attend 90% of the session
- Fill out the online evaluation



01. WARM-UP
02. CRAFTING YOUR OPENING STATEMENT
03. DIALOUGE & DISCUSSION
04. RESOLUTION

AGENDA



Handout

WARM-UP

REDUCING FILLER WORDS

01.

CRAFT YOUR OPENING STATEMENT

02.

DIALOGUE & DISCUSSION

03.

RESOLUTION

QUESTIONS

Please Complete the Online Evaluation

