

2021 Avera vLEAD Leadership Series: Crucial Conversations - Where to Start

Enduring Material

** An e-learning course available on the Avera portal **

Program Goal

This session is a recording of Crucial Learning Certified instructors/trainers sharing tactics in Crucial Conversations, and imparting just a few of the many tools available in Crucial Learning sessions offered at Avera. Tactics are shared, including options for attending a full Crucial Learning session with Avera facilitators.

Objectives

- 1 Discuss how successful teams and high quality leadership lead to an improved health care delivery system.
- 2 Describe key components of Crucial Conversations.
- 3 Articulate where to start in a Crucial Conversation.
- 4 Commit to utilizing resources and tactics for engaging in crucial conversations.

Outcome

80% of learners will self-report an increase in knowledge of the tools utilized in order to hold crucial conversations in order to effectively lead their teams by the end of the activity.

Target Audience

Professions – Nursing Facility Administrator, Administration, Executive Leader, Manager, Vice President, CEO

Specialties – Leadership, Administration, Health Administration

Completion Requirements

- View the video
- Complete the post-test
- Complete the evaluation

Accreditation & Credit Designation

Physicians

Avera is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. Avera designates this educational activity for a maximum of **1.00 AMA PRA Category 1 Credits(s)**[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses (NCPD)

Avera is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation. A total of **1.00** contact hours can be received upon completion of this education activity. Attendance at the entire educational activity is required to receive contact hours.

Social Workers

Avera Health Provider #1029 is an approved provider of continuing education by the South Dakota Board of Social Work Examiners. Social Workers will receive **1.00** continuing education clock hours for participating in this course.

Nursing Facility Administrators

Avera is an approved provider of continuing education for South Dakota through the South Dakota Board of Nursing Facility Administrators. This educational activity is approved for **1.00** hours for nursing facility administrators.

Additional Information

Enduring material available from 1/18/2022 to 12/31/2022

This course content was reviewed on 1/10/2022

Disclosure Policy

Due to the regulations required for CE credits all conflict of interest that persons in a position to control or influence the education must be fully disclosed to participants. In observance of this requirement we are providing the following disclosure information: all relevant financial relationships disclosed below have been mitigated.

Name of individual	Individual's role in activity	Name of commercial interest/Nature of relationship
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