

BREAKOUT 2C	Difficult (Crucial) Conversations in the Workplace
SESSION ORGANIZER(S)	LalithKumar K. Solai, MD, Meredith Spada, MD, Matthew Conlon, MD and Matthew Belgie
SPEAKERS	<p><i>Introduction</i> LalithKumar K. Solai, MD Associate Professor of Psychiatry University of Pittsburgh School of Medicine</p> <p><i>Difficult (Crucial) Conversation Practice</i> Matthew Conlon, MD PGY4 Geriatric Psychiatry Fellow Western Psychiatric Institute and Clinic of UPMC</p> <p><i>Difficult (Crucial) Conversations Defined along with Strategies</i> Matthew Belgie Training and Development Consultant UPMC Corporate</p>
DISCUSSANTS	Speakers
DESCRIPTION	<p>A crucial (difficult) conversation is a discussion between two or more people where the stakes are high, opinions vary, and emotions run strong. These conversations – when handled poorly or ignored – lead to strained relationships and dismal results. This interactive session is designed to review the topic of crucial conversations and discuss methods for managing these in the clinical settings. Attendees will practice managing crucial conversations in the session</p> <p>By the end of this session, participants will be able to:</p> <ol style="list-style-type: none"> 1. Define the term crucial conversation. 2. Describe the importance of leading crucial conversations as the leader of the team. 3. Utilize strategies presented in this workshop to practice engaging in crucial conversations.