

Courageous Conversations: Leading Through Tension With Skill

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Speaker(s) Name/Title: Allison Chan, LICSW;
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Speaker(s) Disclosure Information: No relevant financial relationships to report.

Learning Objectives:

- Understand why leaders avoid difficult conversations.
- Learn a structured conversation framework.
- Practice staying regulated during pushback.
- Increase confidence initiating timely feedback.

Commercial Support for this activity has been provided by: No commercial support has been provided.

The following Planning Committee Members have no relevant financial relationships with ineligible companies to disclose:

Allison Chan, LICSW; Cassandra Lawrence, MSN.

Accreditation



In support of improving patient care, MedStar Health is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

Credit Designation



This activity was planned by and for the healthcare team, and learners will receive **1.00** Interprofessional Continuing Education (IPCE) credits for learning and change.

Credits Available for this Activity

Nurses: This activity is approved for **1.00** ANCC contact hour. Nurses should claim only the credit commensurate with the extent of their participation in the activity.

Social Workers:



As a Jointly Accredited Organization, MedStar Health is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. MedStar Health maintains responsibility for this course. Social workers completing this course receive **1.00** general continuing education credits.

Evaluation and Transcript

You must complete an online evaluation at the end of this course to receive continuing education credit.

After completing the evaluation, your CE credits will be available in your MedStar Health CE transcript on CloudCME™ on the **next business day**. CloudCME™ is a web-based continuing education portal where users can access their transcript anywhere, anytime, as well as register for MedStar Health conferences. Healthcare provider demographic information from all MedStar entities has been uploaded to CloudCME™ to facilitate a single sign-on system.

To access your transcript via CloudCME:

Choose one of the two login options below.

1. **MedStar Employees**: From your SiTELMS account under the Main Menu, select **CloudCME**. This will automatically log you into your CloudCME account.
2. **Non-MedStar Learners**: From your browser, go to <https://medstar.cloud-cme.com>, select **Sign in**, select “I am Not a MedStar Associate”, and log in with your credentials.
 - Select **My CE** (yellow button in the navigation menu)..
 - Select **Transcript**.
 - On the left side, adjust the **Filter by Date** fields to the desired time period.
 - On the right side, select **Download Transcript** to save your transcript, or select **Email Transcript** to email your transcript to yourself or someone else.

For questions about accessing CloudCME™, please contact:

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