



Ending Nurse-to-Nurse Hostility

POWERFUL CONVERSATIONS

Brady Wilson and Kathleen Bartholomew

The second presentation in the series is now available in both DVD & CD!

Brady Wilson leads the second of this video series to demonstrate and teach an effective model to engage in more powerful, productive conversations. Nursing staff, administrators and medical and leadership professionals within the healthcare setting will benefit from this interactive presentation that includes **Kathleen Bartholomew** actively modeling scenarios using the powerful conversation methodology.

To deliver the highest level of safe, quality care and create the collegial relationships that will nurture and support each other, healthcare professionals must learn a new way of engaging with each other. In this presentation, Brady and Kathleen discuss horizontal hostility, the passive-aggressive style of communication and conflict avoidance regularly practiced by physicians and nurses. Ending Nurse to Nurse Hostility – Powerful Conversations will give you the models and tools you need to have powerful, positive conversations that will create a healthy culture and environment where it feels good to work and it is easier to get things done.



In the Ending Nurse-to-Nurse Hostility series you will:

- Acknowledge the symptoms that make peer-to-peer hostility a serious problem.
- Learn to identify the common ground that resolves outstanding differences
- Understand how to overcome emotional resistance within a healthcare setting - learn how emotions can get in the way of healthy conversations and the tools needed to create those healthy conversations
- Learn the Pull Conversation model - practice a conversation methodology through numerous focused exercises on specific healthcare scenarios
- Watch eight different role plays with opportunities to practice including:
 - Nurse to Nurse - *Performance: the use of Facebook*
 - Nurse to Nurse - *Performance: a task that has not been completed*
 - Nurse to Nurse - *Recognition*
 - Nurse to Nurse Manager - *Needs Resources*
 - Physician & Nurse - *Amygdala Hijack - how to deal with conflict situations*
 - Patient/Family Member & Nurse - *Amygdala Hijack - two different role plays on how to deal effectively with patients or family members who are upset*
 - Nurse Manager to Nurse - *Abuse of sick time*
- Leave prepared, empowered, and determined to engage in the conversations they have been avoiding

The presentation comes with the corresponding PowerPoint Slides.

Available on
DVD \$895 or Audio CD \$24.95
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Juice Inc. is an organization dedicated to helping the healthcare community create highly energized work environments - environments where employee engagement is optimized and potential is released. With proven expertise in the healthcare field, we offer the tools necessary for healthcare organizations to navigate through tough issues and achieve positive outcomes, despite cost constraints, heavy workloads and competing priorities. In the engagement work we do, hostility and bullying often come up as a form of interference that needs to be dealt with for engagement to thrive. Juice has partnered with Kathleen Bartholomew due to her critical work around hostility to bring her message which aligns with our training to the Canadian healthcare field.