

Taking Conversations from Difficult to Doable 3 Models to Master Tough Conversations

Self-Study Lesson

Timeline: November 1, 2017 - March 31, 2018

Taking Conversations from Difficult to Doable is a leadership resource model we will utilize organizationally. Senior Leadership Team and Human Resources staff will be incorporating the models from this StuderGroup resource as a point of reference for conflict resolution, coaching employees and communicating clear expectations. The expectation is that you will read the book and then use the 3 models of conversations in your daily leadership.

Reading Material

“Taking Conversations from Difficult to Doable –3 Models to Master Tough Conversations”

by Lynne Cunningham, MPA, StuderGroup

Course Requirements

1. Obtain copy of the book from Human Resources, Staff Relations & Development Partner .
 - a. Existing Leaders – Books will be available at October Department Head Meeting
 - b. New Leaders – During Employee Relations Orientation Session
 2. View the 30 minute webinar by clicking on the link below:
NOTE: It is best to use Internet Explorer for viewing this webinar.
- <https://www.studergroup.com/resources/healthcare-improvement-webinars/current/taking-conversations-from-difficult-to-doable>**
3. View the SVMC Difficult to Doable Skits in e-learning. (Assigned Module)
 4. After reading the book and viewing the videos, notify Human Resources and the final e-lesson will be launched to you in e-learning.
 5. Upon completing the lesson (which includes submitting an action plan) you will receive credit for completing the self-study module with a certificate of completion.
 6. Apply the principles of the book into your leadership.

Program Sustainment Opportunities:

HR Interactive Blog – SVMC Intranet, Human Resources Page
Live Book Discussion - Lunch & Learn Format

Note: New leaders joining SVMC will begin this module during their onboarding process and will have four months from date of hire to complete.

