

# Heal the Healer

## Changing the Conversation: Enhancing Workplace Culture through Improved Communication

**April 10, 17, & 24, 2024 - 12 Noon - 1 pm CT | 11 am - 12 pm MT**  
**This webinar series is free to attend.**

**Target Audience:** This accredited continuing education activity is designed for nurses and other interested health professionals.

**Global Objectives:**

- Examine linkages among workplace aggression, provider wellness, and interpersonal communication.
- Cultivate a supportive environment following critical healthcare incidents.
- Adapt evidence-based communication strategies for high-stress environments and situations.

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**April 10 - Achieving Civility Excellence! Best Practices to Foster Healthy Work Environments**

CID: 24CE00032 | 1.0 ANCC contact hour

**Registration closes 4/9/2024**

Presenter: Cynthia Clark PhD, RN, ANEF, FAAN, Professor Emeritus at Boise State University

Attendees will gain insights into the relationship between workplace aggression, stress, and maladaptive communication styles, particularly in the context of nursing. This includes exploring how elevated stress levels may contribute to workplace incivility and bullying behaviors.



**Link to register:** <https://go.unmc.edu/hth-4-10-2024>

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**April 17 - When the Helper Needs Help: Understanding and Managing Secondary Traumatic Stress**

CID: 24CE00033 | 1.0 ANCC contact hour

**Registration closes 4/16/2024**

Presenter: Stephen Lassen, PhD, Professor of Pediatrics and Psychiatry and Behavioral Sciences, University of Kansas Medical Center

Attendees will learn about communication and debriefing strategies essential for creating a supportive environment in the aftermath of critical incidents. This includes understanding how leaders can effectively communicate, support healthcare staff, and mitigate the impact of such incidents on team dynamics.



**Link to register:** <https://go.unmc.edu/hth-4-17-2024>

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**April 24 - Mindful Communication, Peace of Mind**

CID: 24CE00034 | 1.0 ANCC contact hour

**Registration closes 4/23/2024**

Presenter: Presenter: Pamela "Meg" Trehwhitt, APN-BC, AOCNP, Nurse Practitioner, Fred & Pamela Buffett Cancer Center, Nebraska Medicine

Attendees will acquire practical communication skills and strategies that promote collegiality, teamwork, and functionality. Emphasis will be placed on fostering open and respectful communication, even in challenging situations.



**Link to register:** <https://go.unmc.edu/hth-4-24-2024>



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In support of improving patient care, the University of Nebraska Medical Center 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.

NURSES/NURSE PRACTITIONERS

The University of Nebraska Medical Center designates each activity for 1.0 ANCC contact hour. Nurses should only claim credit for the actual time spent participating in the activity.

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