STRATEGIES FOR ENGAGING IN DIFFICULT CONVERSATIONS IN THE SCHOOL SETTING

INTRODUCTION

Speech-language pathologists in the school setting frequently encounter challenging conversations and/or conversational partners – including parents, colleagues, and administrators. In this webinar, the speaker will discuss strategies for conversing with confidence and will introduce a template tool SLPs can use when preparing for a difficult conversation. Finally, the webinar will present various scenarios and offer suggestions for engaging in different types of difficult discussions.

LEARNING OUTCOMES

You will be able to:

- implement strategies to more confidently interact with professional colleagues in difficult situations
- use a template for scripting comments to minimize defensive confrontational digressions in conversations
- use examples for interaction in specific difficult situations

PROGRAM HISTORY and IMPORTANT INFORMATION

<table>
<thead>
<tr>
<th>Live webinar:</th>
<th>On-demand webinar:</th>
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<tbody>
<tr>
<td>Wednesday, September 18, 2019</td>
<td>September 20, 2019– September 18, 2020</td>
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<tr>
<td>3:00–5:00 p.m. Eastern time</td>
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<td>3:00 p.m. ET</td>
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To earn continuing education credit, you must complete and submit the learning assessment within 5 days of watching the webinar, or before September 18, 2020, whichever comes first.

To see if this program has been renewed after this date, please search by title in ASHA’s online store at [www.asha.org/shop](http://www.asha.org/shop).

This course is offered for 0.2 ASHA CEUs (Intermediate level, Related area).