

2023
Webinar Series
**LEADERSHIP &
COMMUNICATION**



June 15
July 13
July 27
August 10
August 24
September 7

Presented by
Paige Hector, LMSW

NONVIOLENT COMMUNICATION



THIS DYNAMIC WEBINAR SERIES

is built on the premise that leadership is not about a role or position but an attitude, and that everyone can choose to step into leadership in the systems where they work and where they live. Based on the principles and practices of Nonviolent Communication, each session is created to be engaging and fun with lots of skill building. Let's get curious together and delve into topics like transforming judgments, creating relational boundaries, resolving conflict, sharing appreciation, and how to handle situations when a resident (or anyone else!) does something we don't enjoy. These sessions support staff to operationalize the regulations to create trauma-informed environments and provide behavioral health care, integrate person-centered care, and manage risk. What makes this webinar series unique is that the content and the skills are just as important at home with our families and friends, as well as in the communities where we live.

PRESENTATION TOPICS

- June 15** Changing the Workplace Culture by Growing Our Capacity for Empathy
- July 13** Transforming Our Judgments to Discover What's Important & What We Need
- July 27** Relational Boundaries: Why is this so Difficult & Can It Be Easier?!
- August 10** "Refusing" Care & Other Reactions: The Impact of Trauma & Figuring Out Next Steps with Nonviolent Communication Language Skills
- August 24** Using Nonviolent Communication Language Skills for Conflict Resolution
- September 7** Going Beyond "Great Job!" with Appreciation that Impacts Lives

WEBINAR SERIES SCHEDULE

The Leadership & Communication webinar series requires that participants engage in each session via video and audio to complete the course. Participants will need a quiet place without interruption to allow for small group activities and discussion. Participants must ensure they have a computer with speakers, microphone, and a camera; internet access; uninterrupted time to participate in sessions.

ZOOM SESSION SCHEDULE

Thursday, June 15	9-11 am
Thursday, July 13	9-11 am
Thursday, July 27	9-11 am
Thursday, August 10	9-11 am
Thursday, August 24	9-11 am
Thursday, September 7	9-11 am

PROVISOS

- All sessions will start on time; please be punctual.
- All participants require a laptop or desktop computer equipped with a camera and microphone.
- Reliable internet access is required.
- All participants must know how to navigate Zoom (Zoom Guide).
- Training sessions are for registered attendees and instructors only.

REGISTRATION INFO

Prices are listed per person, per session. Register for all six sessions and receive a discount!

WHCA Member Rate \$39 per person
~~\$234~~ *\$195 for full series*

Non-Member Rate \$78 per person
~~\$456~~ *\$390 for full series*

CEUS

Each session in this webinar series is approved for 2 continuing education units (CEUs) for NH and AL & ESF. A total of 12 CEUs and a micro-certification for assisted living professionals is issued by the Department of Social and Health Services for those who attend all six (6) sessions in the series.

CANCELLATION POLICY

Cancellations received in writing on or before June 1, are subject to a \$25 per person cancellation fee. No refunds will be granted after June 1. Substitutions are encouraged.

QUESTIONS?

If you have questions or need additional information, please contact us!

Call Jennifer Summers at (800) 562-6170, Ext. 106 or email her at jennifersummers@whca.org.

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SESSION OUTLINES

June 15 | 9-11 am

Changing the Workplace Culture by Growing Our Capacity for Empathy

Working in a healthcare setting can be stressful. The pandemic-driven conditions of exhaustion, uncertainty, and fear have made it even harder. Healthcare staff, like any other human beings, need support and care to be able to continue to serve and be effective. Research has shown that we are experiencing an empathy deficit that is affecting our individual and collective wellbeing. The antidote is cultivating a culture of empathy to support staff, providers, residents, and families in being heard, seen, acknowledged, and cared for. This presentation teaches Nonviolent Communication consciousness and language skills to support clear and accurate dialogue based on what is important to us and understanding other people's experience without having to agree with them.

July 13 | 9-11 am

Transforming Our Judgments to Discover What's Important & What We Need

When in pain or hurt, we are socialized to express ourselves in a way that blames others and makes them wrong. Alternatively, we judge ourselves and take on self-blame. These habitual ways of responding are costly to our relationships and to our capacity to collaborate with others and accomplish our goals. Nonviolent Communication presents a practical and powerful consciousness and language practice to speaking without shame, blame, and guilt while fully communicating the impact of other people's words and actions on us and inviting them to engage with a new way that supports connection and trust. This process includes coming up with solutions and agreements that support healing and work for everyone.

July 27 | 9-11 am

Relational Boundaries: Why is this So Difficult & Can It Be Easier?!

Based on our conditioning to be nice and not hurt other people's feelings, it's no wonder that the idea of setting a boundary to care for our needs may evoke a sense of discomfort or even panic for some of us. This session reframes what it means to have boundaries as caring for ourselves and our needs when interacting with others. Learning to trust that our needs matter and that holding our needs with care and respect increases our capacity to empathize and contribute to others. By getting clear on what works or doesn't work for us, as well as what works or doesn't work for the other person, we can avoid taking on blame or shame or showing up with reactivity, demands, and threats. The aim of this session is to teach skills to make requests to care for our needs and operate within our capacity instead of overstretching and finding ourselves depleted and resentful.

August 10 | 9-11 am

“Refusing” Care & Other Reactions: The Impact of Trauma & Figuring Out Next Steps with Nonviolent Communication Language Skills

Sometimes people do or say things that we don't enjoy or that we find difficult to be around. In a healthcare setting this might look like refusing care and a variety of other behaviors. Even with increased recognition of trauma-informed care, the power dynamics in our work environments that emphasize compliance and rules make it difficult to shift to responding to behaviors that we find difficult in a way that does not compromise care. This presentation aims to inspire us to change these socialized patterns. Based on the principles and practices of trauma-informed care and Nonviolent Communication language skills, participants will be invited to experience a paradigm shift for a more collaborative way of providing care that attends to the impact on residents and staff.

August 24 | 9-11 am

Using Nonviolent Communication Language Skills for Conflict Resolution

We all experience conflict in our lives whether it be at work, at home, or somewhere in between. We become polarized with 'right-wrong' and 'either-or' thinking that results in defensiveness, shame, and blame, ultimately dehumanizing everyone and losing trust. Using Nonviolent Communication consciousness and language skills, we can turn opposing positions into shared dilemmas and affirm everyone's mattering without having to agree with what we do not agree with. Learn how to find solutions that include care for all and that are based on true willingness.

September 7 | 9-11 am

Going Beyond “Great Job!” with Appreciation that Impacts Lives

As human beings, we share the need for appreciation for our contributions. When the workplace culture values authentic appreciation, people thrive and are more inclined to support one another and the organization. Instead of sharing appreciation, we are socialized to pass judgments in the form of praise which leads to approval seeking, disempowerment, and competition. Using an interactive exercise, this session teaches how to appreciate people in a way that fuels connection and a sense of being seen and celebrated in a meaningful way.

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WEBINAR SERIES GUEST FACULTY

Paige Hector, LMSW

Paige Hector, LMSW, is a featured speaker at health care conferences on diverse topics for post-acute and long-term care settings. Her presentations and trainings are entertaining, filled with real-life examples and experiences. She highlights the joys and tackles the challenges of working in these settings and is committed to finding solutions that work for the whole.



PRESENTED BY



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