



Canadian College of
Health Service Executives
Collège canadien des
directeurs de services de santé

GTA Chapter

Navigating Difficult Conversations

Claudia Ferryman

Founder
Rainmaker Strategies Group

Instructor, Effective Communication, University of Toronto

Dr. Gillian Kernaghan

Integrated Vice President, Medical Education and
Medical Affairs

St. Joseph's Health Care, London and London Health
Sciences Centre

Join us for the opportunity to get intimate and interactive. Claudia Ferryman will discuss strategies and techniques for navigating difficult conversations and show how dialogue is a framework for motivating staff and enhancing performance for organizational effectiveness. Dr. Kernaghan will highlight the positive experience St. Joseph's Health Care and LHSC has encountered with Crucial Conversations® training and the success attributable to that training.

Thursday, December 3, 2009

4:30 - 6:30 p.m.

University Club – 380 University Ave

Registration Fee*

Members/Students: \$80.00

Non-Members: \$90.00

Register by December 1, 2009 on-line at: www.cchse.org

Click on: [Regional Chapters](#) (left side of the screen) - [Greater Toronto Area](#) - [Chapter Events](#) - look for
December 3 - click on "[Register on-line](#)"

For more information:

Contact Malak Sidky at: msidky@rogers.com or 416-459-0266

Attendance at this program entitles certified CCHSE members (CHE/Fellow) to 2 Category I credit
toward their maintenance of certification requirement.

Registrants will receive on-line confirmation of registration.
Delicious refreshments will be served

*Fee is non-refundable. Substitutions allowed. Registrations will only be processed if accompanied by
payment.