



COLLEGE of AMERICAN
PATHOLOGISTS

Difficult Conversations

Dealing With Difficult Coworkers

Moderators:

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Panelists:

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- **CEO, Sirgi Consulting LLC - Denver, CO**
- **Chair – Practice Management Committee**
- **Chair – Colorado delegation to the CAP House of Delegates**
- **Board certified AP/CP and Cytopathology**
- **Fellowships in Cytopathology and Surgical Pathology**



Diana Murro Lin MD, FCAP

- **Member– Practice Management Committee**
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- **Pathologist – University of Alabama at Birmingham**
- **Medical Director, AP Division, UAB Highlands Hospital**
- **Board certified AP/CP and Cytopathology**



Disclaimer

The information presented today represents the opinions of the panelists and does not represent the opinion or position of the CAP.

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The information in this presentation is provided for educational purposes only and is not legal advice.

Objectives

- Understand that conflict is inevitable, and even desirable
- Identify and plan for a difficult conversation
- Develop strategies for handling difficult conversations
- Manage and follow-up a difficult conversation for an ideal outcome

What is a difficult conversation?

You'll Know When You See it!

Emotionally charged

Uncomfortable

Addresses sensitive topics

Addresses topic(s) that cannot be ignored

Potentially life-changing

What to consider



Jeff Christinson MHS, PA

- **CEO, Summit Pathology Group**
- **Member– Practice Management Committee**
- **Education: BA in English and a Master's of Health Science degree as a Pathologists' Assistant.**
- **Since 1991, he has worked for pathologist-owned practices and laboratories in various roles that have taken him from the gross bench to the boardroom.**



Heather Major, MBA, SHRM-SCP

- **Chief People Officer (CPO), Incyte Diagnostics**
- **Education: MBA and is certified by Society for Human Resource Management as a Senior Certified Professional (SHRM-SCP).**
- **Experience in healthcare for 15 years and in Human Resources for 25 years.**



Key points

- Difficult conversations are necessary and unavoidable.
- It is a critical challenge to master for any leader.
- The Ideal outcome of the conversation is a win-win for all parties involved.
- It is often a marathon, not a sprint.
- Practice makes you better.
- Nobody truly likes it ... and nobody is perfect at it.



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Resources

Practice Management

- <https://www.cap.org/member-resources/practice-management>

Practice Management Articles

- <https://www.cap.org/member-resources/articles/category/practice-management>

Pathology Business Fundamentals Online Courses

- **Course Package:** <https://learn.cap.org/lms/activity?@curriculum.id=-1&@activity.id=7808307&@activity.bundleActivityId=-1>
- **Individual Course:**
<https://learn.cap.org/lms/catalog?@searchCatalog.search=PBF22&@searchCatalog.type=-1&@searchCatalog.location=&@searchCatalog.termId=>

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Watch for the session evaluation form. Your feedback is important!