



Difficult Conversations

Dealing With Difficult Coworkers

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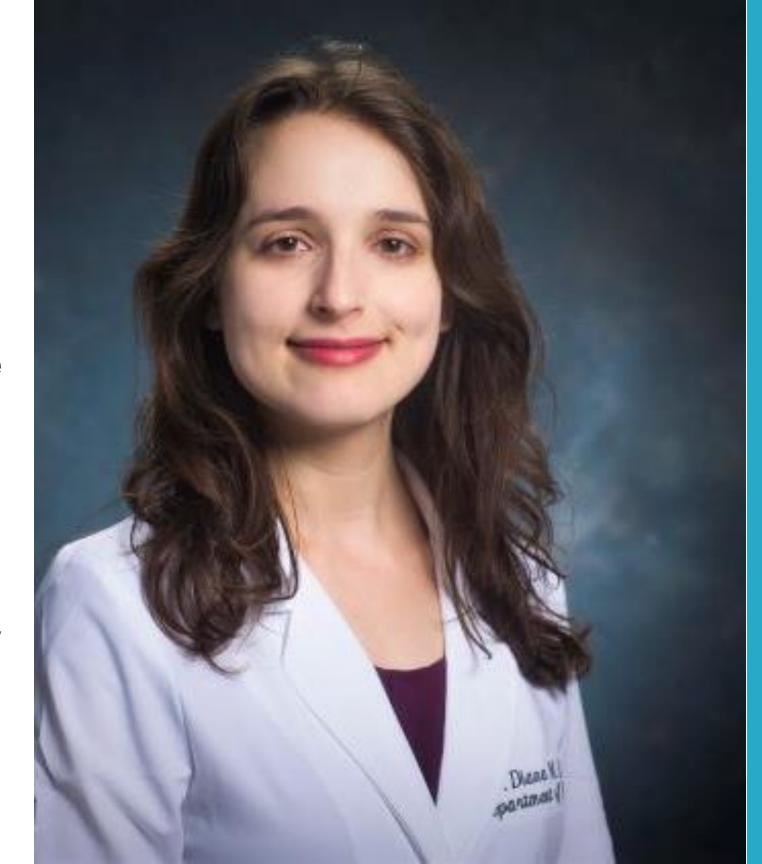
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- CEO, Sirgi Consulting LLC Denver, CO
- Chair Practice Management Committee
- Chair Colorado delegation to the CAP House of Delegates
- Board certified AP/CP and Cytopathology
- Fellowships in Cytopathology and Surgical Pathology



Diana Murro Lin MD, FCAP

- Member– Practice Management
 Committee
- PMC Liaison –Digital Content Committee
- Pathologist University of Alabama at Birmingham
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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.





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
 1&@activity.id=7808307&@activity.bundleActivityId=-1
- o Individual Course:

https://learn.cap.org/lms/catalog?@searchCatalog.search=PBF22&@searchCatalog.type=-1&@searchCatalog.location=&@searchCatalog.termId=

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