

General Information about the sessions

The OMA, in conjunction with VitalSmarts, is offering Crucial Conversations® and Crucial Accountability™ Companion training exclusively to OMA members.

FEE:

Crucial Conversations® (2 day workshops) cost \$1195.00 + 155.35 (HST) = \$1350.35

Crucial Accountability™ Companion Course (1 day workshop) is \$595.00 + 77.35 (HST) = \$672.35.

Each of these workshops is being offered to OMA members at \$200.00 savings off public workshop prices.

TIME: 8:00 a.m. - 4:30 p.m.

PLACE: OMA Offices - 150 Bloor St. West, 9th floor Presidents Room, Toronto

MEALS: A continental breakfast and hot lunch is included each day - please indicate if you have any dietary restrictions when you register.

REGISTRATION: <https://www.oma.org/Events/Pages/default.aspx>

For more information contact:
phpeducation@oma.org

ACCOMMODATION:

Hotels in Toronto can be difficult to obtain, please book early!

The OMA has arranged an extensive listing of preferred rates for OMA members at hotels located throughout Ontario.

Please visit <https://www.oma.org> to view a listing of the hotels in the area.

Need Assistance?

Confidential Ontario Toll-Free Number

1.800.851.6606

Confidential Fax Number

416.340.2860

Web Address

<http://php.oma.org>

Mailing Address

150 Bloor St. West, Suite 900
Toronto, Ontario M5S 3C1

I. Michael Kaufmann, M.D.

Medical Director
416.340.2972

michael.kaufmann@oma.org

Doina Lupea, M.D. MHSc

Director Administration
416.340.2943

doina.lupea@oma.org



Crucial Conversations® and Crucial Accountability™ Companion 2015 WORKSHOPS



Dedicated to Doctors. Committed to Patients.

Crucial Conversations® 2015 sessions

- Monday, April 20 - Tuesday, April 21
- Monday, June 15 - Tuesday, June 16
- Monday, August 17 - Tuesday, August 18
- Monday, October 19 - Tuesday, October 20
- Monday, December 7 - Tuesday, December 8

Course Benefits

- Resolving disagreements by talking respectfully, candidly and skillfully with co-workers in a safe way.
- Building acceptance rather than resistance; give and receive feedback in a way that enhances relationships and improves results.
- Speaking persuasively, not abrasively - ensure the right decision is made when stakes are high, opinions vary, and emotions run strong.
- Fostering teamwork in a way that guarantees commitment and conviction.

Learning Objectives

You'll learn vital skills that enable you to create conditions where people speak with complete candor and respect.

These skills drive improvements in patient safety and quality care by helping you to:

- Spot when conversations become crucial.
- Avoid repeatedly having the same conversation.
- Understand your own style under stress.
- Recognize and diffuse violence and silence.
- Clearly identify and express what you really mean.
- Make it safe for others to speak up.

Who Should Attend

Crucial Conversations® and Crucial Accountability™ Companion workshops are recommended for all physicians, regardless of specialty or region of practice.

Facilitators

- **Monica Branigan, MD** - Associate Professor, Division of Palliative Care, University of Toronto
- **Ted Bober, MSW** - PHP Associate Director, Clinical Services, Ontario Medical Association
- **Ron Christian, MEd** - Associate Management Training Consultant, exper!ence it Inc.
- **Monica Olsen, MHRD** - Olsen and Associates Consulting Inc.
- **Derek Puddester, MD, MEd, FRCPC** - PHP Associate Medical Director
- **Mary T. Yates, MEd** - Align Associates

Please note: in order to participate in the Crucial Accountability™ Companion workshop, you must have previously completed Crucial Conversations® training.



Crucial Accountability™ Companion Course 2015 sessions

- Monday, May 4
- Monday, July 20
- Monday, September 21
- Monday, October 26
- Monday, November 16

Course Benefits

- Mastering performance discussions/ appraisals & reviews - avoid defensiveness costly arguments and get positive results.
- Motivating others without using power - explain specific, natural consequences, and permanently resolve problems.
- Managing projects without taking over; help others avoid excuses, keep projects on track, and resolve performance barriers.
- Turning solutions into actions - agree on a plan, follow up, engage in good reporting practices and manage new expectations.

Learning Objectives

As a Crucial Conversations® graduate, you will learn new skills that enable you to resolve disagreements, hold others accountable and make better decisions by helping you to:

- Identify the gaps that are keeping you stuck and understand what is causing the gap.
- Share what was expected vs. what was observed.
- Understand and communicate constraints as you begin.
- Motivate others by identifying natural consequences of the gap.
- Turn solutions into actions and close the gap for good.